DOCUMENT RESUME

ED 433 848 IR 057 478

AUTHOR	Soete, George J., Comp.; Zimmerman, Glen, Comp.
TITLE	Management of Library Security. SPEC Kit 247 and SPEC Flyer 247.
INSTITUTION	Association of Research Libraries, Washington, DC. Office of Leadership and Management Services.
ISSN	ISSN-0160-3582; ISSN-0160-3574
PUB DATE	1999-07-00
NOTE	113p.
AVAILABLE FROM	ARL Distribution Center, P.O. Box 531, Annapolis Junction, MD 20701-0531 ($25 members; $40 non-members; plus $6 each shipping and handling); Tel: 301-362-8196; Fax: 301-206-9789; e-mail: pubs@arl.org
PUB TYPE	Reports - Research (143) -- Tests/Questionnaires (160)
EDRS PRICE	MF01/PC05 Plus Postage.
DESCRIPTORS	*Academic Libraries; Computer Security; Foreign Countries; Higher Education; Library Administration; Library Equipment; Library Facilities; Library Materials; Library Personnel; Library Surveys; Questionnaires; *Research Libraries; Safety; Training
IDENTIFIERS	Association of Research Libraries; Building Security; Canada; *Library Security; United States

ABSTRACT

This SPEC (Systems and Procedures Exchange Center) Kit and Flyer reports results of a survey conducted in January 1999 that examined how ARL (Association of Research Libraries) member libraries assure the safety and security of persons, library materials, physical facilities, furnishings, computer equipment, etc. Forty-five of the 122 ARL member libraries responded to the survey. Results are summarized in the areas of planning, managerial personnel, day-to-day management, and evaluation. A checklist suggests inexpensive strategies to improve security. A copy of the questionnaire with responses is provided. Representative documents include: (1) general policy or purpose statements from the Library of Congress, National Library of Canada, and University of New Mexico; (2) rules of conduct from Georgia Tech University and McMaster University (Ontario); (3) personnel roles and responsibilities from the University of New Mexico and University of Texas; (4) emergency manuals from the Massachusetts Institute of Technology, Ohio State University, Georgia Tech University, Purdue University (Indiana), University of Rochester (New York), and University of Texas; (5) incident report forms from Ohio State University, University of Rochester, University of Texas, Washington University (Missouri), University of Nebraska-Lincoln, and York University (Ontario); and (6) training aids from the Library of Congress and University of Texas. A list of selected book, journal, and web site resources is included. (MES)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 247

Management of Library Security

July 1999

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY

C.A. Mandel

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

ASSOCIATION OF RESEARCH LIBRARIES
OFFICE OF LEADERSHIP AND MANAGEMENT SERVICES

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Flyer 247

Management of Library Security

July 1999

Introduction

Although libraries are often considered oases of quiet and decorum by the general public, they have their share of security problems. A SPEC survey issued in January 1999 sought to discover how ARL libraries assure the safety and security of persons, library materials, physical facilities, furnishings, computer equipment, etc. Forty-five of the 122 members of ARL (37%) responded to the survey.

Survey Results

Planning. Planning for security varies greatly among respondents. Thirteen respondents (29%) reported having a general statement of philosophy or purpose concerning security, while only 18 (40%) have developed security plans. The average age of these plans is 8.25 years, but a few of the plans are reported to be no longer in effect. Only nine libraries reported having a regular schedule for reviewing and updating their security plans.

In their planning activities, respondents used a variety of strategies and resources. Most libraries (27 or 60%) used literature searches and reviews. Twenty-two libraries (49%) examined the security programs of other libraries. Twenty-one (47%) used consultants or consulted with vendors. Sixteen (36%) attended conferences, workshops, or seminars. Seven (16%) conferred with local security resources, such as campus security units.

Managerial Personnel. Nearly two-thirds of the respondents (29) have a designated library security officer. Ten of these officers (36%) appear to focus entirely or primarily on security, as evidenced by the word "security" in their job titles. Other categories of staff have security duties as part of their job: assistant directors for administrative services (22%); facilities managers (11%); access services personnel (11%); administrators (11%); and other job titles (14%), which include director, collections services; assistant director, public services; preservation librarian; and special projects librarian. Administrative oversight for security programs is handled in a variety of ways, with administrators often in charge of security within their functional areas. For example, the assistant director for collections is held responsible for collections security.

Day-to-Day Management. Respondents reported a variety of methods for managing security on a day-to-day basis. Thirty respondents (68%) have manuals (including emergency manuals) that contain information on security issues, and most of the libraries (87%) felt that staff knew about and had access to these manuals. Fourteen respondents (32%) do not have such manuals. Although most libraries reported providing training for staff on library security (75%), 35 libraries (80%) do not have programs for publicizing security information to library users.

Most libraries (32 or 71%) use special security personnel (building monitors, exit guards, etc.). Several libraries reported FTE data on security personnel. Seventeen percent of these FTE were student workers, while 83% were regular security personnel working as library or campus employees or contract employees (the Library of Congress—with its huge professional police force—is not included in this count). Thirteen respondents (29%) have no special security personnel, apparently depending on library employees for most or all of their front-line security. Most libraries (84%) reported receiving some security assistance from their parent institutions, largely through campus police, occasional facility walk-throughs, etc. A very few reported an inadequate response from campus security. Other assistance came from sources such as campus human relations, custodial staff, campus recreation (CPR classes), and university counsel.

Controlling building exits is a major challenge in many ARL libraries. The most common method of exit control (used by 43 or 96%) is the magnetic detection system. Next is the use of library staff at service desks near exits (38 or 84%). Eighteen libraries (40%) use video cameras at exits. Seventeen (38%) use special security personnel. Of course, many libraries use a combination of approaches, the most prevalent being magnetic detection systems and library staff at service desks (16 or 36%).

Monitoring building activities, record keeping, and compiling inventory are important components of security programs. Thirty-four libraries (76%) use some form of electronic monitoring (video cameras, card keys, motion sensors, etc.), but, surprisingly, 11 libraries (24%) reported using no such equipment. Though most libraries (34 or 76%) have a regular process for generating reports of losses, security breaches, injuries, etc., only 14 (31%)

regularly keep statistics on number and type of incidents, mutilated materials, etc. Twenty-four respondents (53%) take regular inventories—mostly on an annual basis—of collections, furnishings, etc., for security purposes, including inventories of high-value items alone. Twenty-one libraries (47%), however, do not.

Evaluation. Twenty libraries (47%) were happy with their current security programs, but 53% were not, and most of them planned to make changes in the near future. Agendas varied widely and included most frequently: developing security plans, updating present documentation, changing to card key systems, increasing electronic surveillance, and increasing staff training.

The security challenges that responding libraries mentioned run a fairly predictable gamut:

- facilities with too many unsupervised areas
- theft of personal property
- theft of library materials
- unsecured doors and outside personnel with keys and cards
- mutilation of library materials
- transients and unaffiliated users
- computer vandalism or "tinkering"
- poor cooperation from campus security
- food and drink enforcement
- inappropriate, illegal rest room activities
- clearing the building at closing time

At the same time, several respondents reported areas where their security systems were working well. Notable successes were:

- library monitors trained in CPR
- surveillance and videotaping at entrances and exits
- continuous police patrols
- computerized incident reporting that makes communication with library staff easy and effective, providing an early alert to possible problems
- computer equipment secured through cables, fiber-optic alarm systems, etc.
- panic devices at staff desks and two-way FM radios for staff
- raising staff consciousness about security
- good working relationship with campus security
- working with campus legal counsel

The presence of trained security personnel on-site has really made a difference for a number of libraries—it has even saved lives.

Conclusion

The security problems that have plagued the large, unsupervised spaces of ARL libraries for years, such as theft and other kinds of misbehavior, remain a challenge today. Although some libraries appear well organized in their security programs, many lack up-to-date written security plans, effective data gathering, and complete inventory procedures. A number of libraries have not taken advantage of the latest developments in security technology—electronic surveillance, card keys, etc.—and remain dependent on more traditional strategies, such as staff monitoring and magnetic exit control systems.

Developing effective security systems can, of course, be expensive. Too much emphasis on security can create a negative atmosphere for some library users and, if they are responsible for security enforcement, an intolerable situation for some staff. But nonetheless, every library needs a security program adequate for their situation. This checklist is meant to assist libraries by suggesting inexpensive strategies to improve security. Does your library have:

- an overall statement of your security program purpose?
- a security program plan, with an analysis of current systems and action plans for improving them?
- a schedule for reviewing your security program?
- programs for training library staff and informing staff and users about security issues?
- written security procedures accessible to all staff, including an emergency manual?
- an effective system for reporting security-related incidents and keeping records of such incidents?
- at least a partial inventory system for high-value items?
- good working relations with security personnel in your parent institution?

This SPEC Kit was prepared by George J. Soete, ARL/ OLMS Organizational Development Consultant, with the assistance of Glen Zimmerman, ARL Senior Program Officer.

SPEC Flyer (ISSN 0160 3574) © 1999 by the Association of Research Libraries. ARL grants blanket permission to reproduce this information for educational use as long as complete attribution is given. For commercial use, requests should be sent to the ARL Publications Department, Association of Research Libraries, 21 Dupont Circle, Washington, DC 20036. SPEC Kits and Flyers are available by subscription and single issue.

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Management of Library Security

A SPEC Kit compiled by

George J. Soete
ARL/OLMS Organizational Development Consultant

with the assistance of

Glen Zimmerman
ARL Senior Program Officer

July 1999

Series Editor: Lee Anne George
Production Coordinator: Peter Budka

SPEC Kits are published by the

Association of Research Libraries
Office of Leadership and Management Services
21 Dupont Circle, NW
Washington, DC 20036-1118
(202) 296-2296 Fax (202) 872-0884
<http://www.arl.org/olms/infosvcs.html>
<pubs@arl.org>

ISSN 0160 3582

Copyright © 1999
The papers in this compilation are copyrighted by the Association of Research Libraries. ARL grants blanket permission to reproduce and distribute copies of these works for nonprofit, educational, or library purposes, provided that copies are distributed at or below cost, and that ARL, the source, and copyright notice are included on each copy. This permission is in addition to rights of reproduction granted under Sections 107, 108, and other provisions of the U.S. Copyright Act.

∞ *The paper used in this publication meets the requirements of ANSI/NISO Z39.48-1992 (Permanence of Paper).*

Systems and Procedures Exchange Center: Supporting Effective Library Management for Over Twenty Years

Committed to assisting research and academic libraries in the continuous improvement of management systems, OLMS has worked with its constituents since 1970 to seek the best practices for meeting the needs of users. The OLMS Information Services Program maintains an active publications program best known for its Systems and Procedures Exchange Center (SPEC) Kits. Through the OLMS Collaborative Research/Writing Program, librarians work with OLMS staff in joint research and writing projects. Participants and staff work together in survey design, writing, and editing publications that provide valuable insights and management perspectives on emerging trends, issues, and concerns of the academic and research library community. Originally established as an information source for ARL member libraries, the SPEC program has grown to serve the needs of the library community worldwide.

What Are SPEC Kits and Flyers?

Published ten times per year, SPEC Kits and Flyers contain the most valuable, up-to-date information on the latest issues of concern to libraries and librarians today. SPEC Kits and Flyers are the result of a program of surveys on a variety of topics related to current practice and management of library programs in the ARL membership. The SPEC Flyer is a summary of the status of a current area of interest. It comments on the present situation, reports on the results of an ARL membership survey, and forecasts future trends. The SPEC Kit contains the SPEC Flyer and the best representative supporting documentation from the survey in the form of policy statements, handbooks, manuals, cost studies, user studies, procedure statements, planning materials, and issue summaries. A valuable feature of each SPEC Kit is its selected reading list containing the most current literature available on the topic for further study.

Subscribe to SPEC Kits

Subscribers tell us that the information contained in SPEC Kits and Flyers is valuable to a variety of users, both inside and outside the library. The documentation found in SPEC Kits is a good point of departure for research and problem solving. SPEC Kits and Flyers lend immediate authority to proposals and aid in setting standards for designing programs or writing procedure statements. SPEC Kits function as an important reference tool for library administrators, staff, students, and professionals in allied disciplines who may not have access to this kind of information.

SPEC Kits and Flyers can be ordered directly from the ARL Office of Leadership and Management Services or through your library vendor or subscription agent. For more information, contact the ARL Publications Department at (202) 296-2296, fax (202) 872-0884, or <pubs@arl.org>. Information on this and other OLMS products and services can be found on the ARL website <http://www.arl.org/olms/infosvcs.html>. The website for SPEC Kits and Flyers is <http://www.arl.org/spec/index.html>.

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 247

Management of Library Security

July 1999

Table of Contents

Survey Results 3

Responding Institutions 10

Representative Documents

General Policy or Purpose Statements

Library of Congress
Security Policy Statement 13

National Library of Canada
Policy 14

University of New Mexico
Objectives, Policy Statement—General Rules 15

Rules of Conduct

Georgia Tech University
Admission and Use of the Library 16
Theft or Mutilation of Library Materials 18

McMaster University
Library Regulations 19

Personnel Roles and Responsibilities

University of New Mexico
Statement of Responsibility, Accident Investigation and Reporting 21

University of Texas
New PCL Standard Operating Procedure Memorandum 22

Emergency Manuals

Massachusetts Institute of Technology (MIT)
Patron Relations: A Manual for the Staff of the M.I.T. Libraries 26

Ohio State University
Emergency Manual Table of Contents 53

EMERGENCY PROCEDURES

Georgia Tech University
Procedures on Misuse of Library Electronic Resources 55
How to Handle Suspected Thefts After Normal Business Hours 57
Circulation Staff Instructions for Dealing with Attempted Theft 59

Purdue University
What to Do in an Emergency 64

University of Rochester
Evacuation Procedure 65

University of Texas
When an Employee is Injured, What Should You Do? 70
Letter and Package Bomb Indicators 72
Bomb Threat Card 73
Procedures for Handling Injuries of Non-Staff Memorandum 74
Emergency Blackout/Brownout Memorandum 76

INCIDENT REPORT FORMS

Ohio State University
Incident and Emergency Report 78

University of Rochester
Incident Report Form 79
Suspect Description Information 80
University Security Services Service Report 81

University of Texas
General Libraries Incident Report 82

Washington University
Incident Report Form 83

University of Nebraska–Lincoln
Accident/Medical Emergency Report 84
Problem Incident Report 85
Problem Incident Description 86

York University
Exit Detection Report 88

TRAINING AIDS

Library of Congress
New Employee Orientation Handbook 89

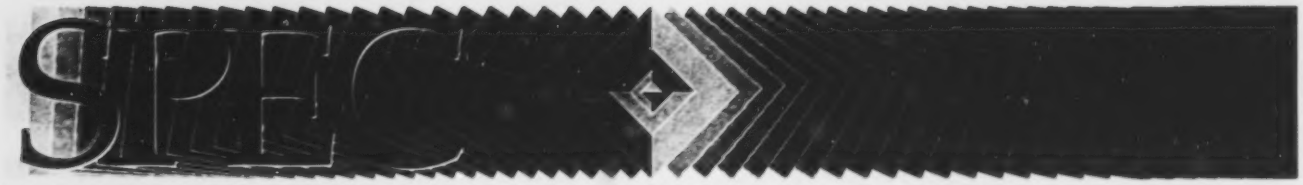
University of Texas
Security and the University of Texas Police Department Memorandum 93
Guidelines for Talking with Violators of the Building Use Policy 97

SELECTED RESOURCES

BOOKS AND JOURNAL ARTICLES 101

WEBSITES 101

BEST COPY AVAILABLE



SYSTEMS AND PROCEDURES EXCHANGE CENTER

SURVEY RESULTS

MANAGEMENT OF LIBRARY SECURITY

Although libraries are often considered oases of quiet and decorum by the general public, they have their share of security problems. This SPEC survey seeks to discover how ARL libraries manage security. Examples of security management activities may include assuring the safety and security of persons, library materials, physical facilities, furnishings, computer equipment, etc. Components of such a program might include:

- assigned responsibilities
- planning and assessment activities
- policy statements
- handbooks and manuals
- training
- information and publicity programs

As always, individual responses to the survey will be treated confidentially. Your submission of documentation with your responses will be very much appreciated by your colleagues who regularly read and consult the SPEC publications.

Note: There were forty-five responding institutions (37%) out of 122 surveyed.

1. Do you have an organization-wide philosophy or other umbrella statement regarding security, loss prevention, etc.?

Yes	13	29%
No	32	71%

2. Have you designated/appointed a library security officer?

Yes	29	64%
No	16	36%

If yes, what is this person's title?

Departmental security officer
Director of security
Head security supervisor
Library security guard
Library security sergeant
Safety officer
Security guard
Security supervisor
Senior security guard

Assistant director, public services
Associate/assistant university librarian for administrative services
Associate dean
Associate director for administrative services

Director of library facilities
Facilities manager
Manager, library facilities
Manager, operational services

Coordinator of access services
Operations supervisor, circulation department

Director, collection services
Director, library resources management

Business officer
Head of financial and administrative services

Library technician 2—security/reserves
Preservation officer
Special projects librarian

3. Who has administrative responsibility for security in your library? Please indicate title(s) and areas of responsibility below.

Typically, senior level administrators such as assistant or associate directors have this responsibility. Often responsibility is shared with the security of a particular functional area given to the associate/assistant university librarian, department head, or curator in charge of that area.

4. Has your library ever developed a security plan? Such a plan might have involved an analysis of security systems, identification of present and possible future security problems, recommendations for system improvements, etc.

Yes	18	40%
No	27	60%

If yes, please indicate how many years ago the plan was completed.

The average was 8.25 years ago. Only five libraries have developed security plans within the last five years.

Is the plan currently in effect?

Yes	9	75%
No	3	25%

5. In the process of managing library security, which of the following activities has your library engaged in? Check all that apply. (N=39)

Searched and reviewed the literature	26	67%
Examined the security programs of other libraries/organizations (benchmarking)	22	56%
Used a consultant or consulted with vendors	21	54%
Attended conferences, workshops, or seminars on security	15	38%
Other; please specify.	12	31%

The majority of other responses mentioned consultation with campus police.

6. Do you have a regular schedule for reviewing and updating your security plans?

Yes	9	21%
No	34	79%

If yes, please indicate frequency of review:

All but one respondent have annual reviews.

7. Do you provide training for library staff on security?

Yes	33	75%
No	11	25%

8. Do you have a program for publicizing security information to library users?

Yes	9	20%
No	35	80%

9. Do you have a manual (for example, an emergency manual) that contains information on security issues?

Yes	30	68%
No	14	32%

If yes, do all your staff know about and have access to this documentation?

Yes	26	87%
No	4	13%

10. Do you use special security personnel?

Yes	32	71%
No	13	29%

If yes, please indicate the number of FTE security personnel and ranks. (N=33)

Title	N	FTE Range	FTE Average
Campus security	12	.175–7	3
Library security	8	1–8	4
Student	13	.75–3.62	2
Contract	3	1–24	2*
Other	2	1–104	1*

**Library of Congress personnel numbers are excluded in this computation.*

11. How do you control building exits? Check all that apply. (N=45)

Magnetic detection system	43	96%
Library staff at service desks near exits	38	84%
Video cameras	18	40%
Security personnel	17	38%
We have no direct control over exits	0	
Other; please specify.	13	29%

Other controls listed were electronic. See question 12 below.

12. Do you use electronic monitoring (video cameras, key cards, motion sensors, etc.) in your buildings?

Yes	34	76%
No	11	24%

If yes, please provide details here. (N=34)

Video camera(s)	19	56%
Key cards	17	50%
Motion sensors	10	29%
Alarm system	7	21%
3M exit detection	6	18%
Key pad	3	9%
Moisture sensor	2	6%
Fire/smoke sensor	1	3%
Glass break sensor	1	3%

13. Do you have a regular process for generating reports of losses, security breaches, injuries, etc.?

Yes	34	76%
No	11	24%

14. Do you keep statistics on security? Examples are: numbers and types of incidents or numbers of mutilated materials.

Yes	14	31%
No	31	69%

15. Do you take regular inventories of collections, furnishings, etc., for security purposes? Include partial inventories (e.g., high-value items).

Yes	24	53%
No	21	47%

16. Does your parent institution provide support for your security program?

Yes	37	84%
No	7	16%

If yes, please provide details.

Typical responses indicate that campus security periodically walk through the library and monitor the closed building as part of their rounds. They respond to staff calls and alarms. They help train staff in handling emergencies.

17. Are you satisfied with your current security program?

Yes	20	47%
No	23	53%

If no, do you plan to make changes to your program?

Yes	20	91%
No	2	9%

What kinds of changes are you likely to make? (N=23)

Develop/update security plan/manual	7	30%
Install/add/upgrade video cameras	6	26%
Install key cards	4	17%
More staff or more staff presence	4	17%
More staff training	4	17%

18. Please indicate the areas where there are the greatest challenges in your security program. (N=42)

Facilities too large, too many unsupervised areas	17	41%
Theft of personal property	13	31%
Theft of library materials	11	26%
Nonsecured doors, nonlibrary personnel with keys and cards	9	21%
Mutilation of library materials	5	12%
Transients, unaffiliated users	5	12%
Computer vandalism, "tinkering"	4	10%
Poor cooperation from campus security	3	7%
Food and drink enforcement	2	5%
Inappropriate, illegal restroom activities	2	5%
Clearing the building at closing time	2	5%

19. Please indicate the areas where you believe your security system is effective at this time. (N=40)

Continuous police patrols
Computer equipment secured through cables, fiber-optic alarm systems, etc.
Computerized incident reporting makes communication with library staff easy and effective, providing an early alert to possible problems
Good working relationship with campus security
Library monitors trained in CPR
Panic devices at staff desks; two-way FM radios for staff
Raising staff consciousness about security
Surveillance or videotaping at entrances and exits
Working with campus legal counsel

Responding Institutions

University of Alabama
Arizona State University
University of California–Irvine
Case Western Reserve University
University of Colorado
Colorado State University
Emory University
Florida State University
Georgetown University
Georgia Institute of Technology
University of Hawaii
University of Illinois at Chicago
University of Iowa
Iowa State University
Laval University
Library of Congress
Linda Hall Library
McMaster University
University of Maryland
University of Massachusetts
Massachusetts Institute of Technology
University of Miami
Michigan State University
University of Minnesota
University of Missouri
National Library of Canada
University of Nebraska–Lincoln
University of New Mexico
New York University
North Carolina State University
University of Notre Dame
Ohio State University
University of Oklahoma
University of Pennsylvania
Princeton University
Purdue University
University of Rochester
State University of New York at Stony Brook
University of Tennessee
University of Texas
Texas Tech University
Washington State University
Washington University
University of Waterloo
York University

REPRESENTATIVE DOCUMENTS

THE LIBRARIAN OF CONGRESS
WASHINGTON, D.C. 20540-1000

February 11, 1997

LIBRARY OF CONGRESS
SECURITY POLICY STATEMENT

The Library of Congress is committed to maintaining the safety and security of its staff and visitors, its collections and other assets, and its facilities.

To satisfy that commitment, the Library of Congress will develop a comprehensive Security Management Plan that prescribes the steps needed to create an effective security program; assigns responsibilities for physical, collection or asset, and data security; calls for routine assessments of security risks in the Library; and provides a schedule for completing all outstanding security related actions. It will also identify the resources—funds, personnel, and equipment—necessary to implement such a security program and to train or inform all staff members on their security responsibilities.

The Library of Congress will recommend prosecution to the fullest extent permitted by law of any individual or groups of individuals who destroy, deface, steal, or damage its collections and assets, or facilities, or who cause or threaten any harm to its staff and visitors.

Staff will continue to serve as the first and best line of defense to ensure a viable and effective security environment that adheres to established security rules and regulations. Those with specific security responsibilities will be trained to fully carry out this critical function.

James H. Billington
The Librarian of Congress

1.1.2 Policy

The National Library policy is to:

a) apply a security program which complies with federal government policy and meets the specific needs of the department. National Library management is responsible for the security program and is guided by operational requirements;

b) protect the health and ensure the safety and well-being of personnel on its premises;

c) provide a safe environment for the cultural, material and intellectual assets with which the department is entrusted;

d) issue and maintain a security manual by:

- providing a focal point for all approved departmental security policies;
- communicating government and National Library security policies to National Library personnel; and
- assisting in the training of personnel on security matters; and

e) investigate any suspected breach and violation to the security of information or assets under its control and to apply appropriate sanctions (see Chapter 3 "Personnel Security", section 3.4 "Sanctions and Redress") when a breach and violation is confirmed.

Note: The masculine gender designating people in this Manual includes both women and men.

BEST COPY AVAILABLE

OBJECTIVES

To maintain order and minimize panic by:

–preparation of library staff for calm and correct response;

–realistic appraisal of the situation; and

–communication of factual information to necessary parties.

To protect human life and then library resources by:

–orderly controlled evacuation of occupants by nearest safe means of exit; and

–identification of persons trapped, injured, or with disabilities who need assistance.

To expedite the work of safety and health personnel in controlling a situation by:

–prevention of interference with vehicles, equipment, or personnel; and

–prevention of reentry into the building.

POLICY STATEMENT – GENERAL RULES

The University does not expect anyone to endanger their life or health in any situation.

Report all safety situations, conditions, or emergencies to the appropriate:

Facility Manager or
Circulation Supervisor

Evacuate the building when the alarms sound (NOTE: what is commonly called a fire alarm is better known as an evacuation alarm; when it sounds, it is an order to evacuate). Follow evacuation procedures listed on page 6 of this manual.

Aid in evacuation. Safety wardens announce to employees and patrons:

> "That is an evacuation alarm, please leave the library immediately." On upper floors and basement levels add "Please use the stairs rather than the elevator."

All injuries should be reported to the appropriate supervisor. Refer to "Accident Investigation and Reporting Responsibilities" (page 3) and "Injury or Illness Procedures" (page 4).

ADMISSION AND USE OF THE LIBRARY

1.0 The Georgia Tech Library and Information Center is primarily for the use of Georgia Tech students, faculty and staff engaged in research, learning and instruction.

2.0 All users are expected to be engaged in normal activities associated with research, learning and instruction while in the Library's facilities.

3.0 Users will be asked to leave for the following reasons:

- -Exhibiting behavior which interferes with another person's reasonable use of the Library's facilities;
- -Disturbing other users by making excessive noise;
- -Playing audio equipment so that others can hear it;
- -Use of online systems in violation of federal and State law or Georgia Tech's policies and procedures;
- -Selling or otherwise offering for sale merchandise or or services of any kind.

4.0 Theft or mutilation of the Library's property. Theft, attempted theft, mutilation or attempted mutilation of the Library's property are violations of Georgia Law (Ga. Code 45-11-1). The Georgia Tech Police will be summoned in all cases of theft, attempted theft, mutilation, or attempted mutilation of the Library's property. Violations are subject to prosecution.

5.0 If users do not leave peacefully when asked to do so, Library security will contact the Georgia Tech Police to escort them from campus.

6.0 Violation of Library policies may result in loss of Library privileges and denial of access to the Library's facilities and services.

7.0 All users must present a valid form of picture identification to the Library security guard stationed at the Library entrance. Acceptable forms of identification include: Georgia Tech ID, ID from another college or university, or valid driver's license.

8.0 All Library visitors who are not Georgia Tech students, faculty or staff, must register with Library security and may use the Library under limited circumstances.

ADMISSION AND USE OF THE LIBRARY
(continued)

8.1 Such visitors are not permitted to use workstations reserved for students, faculty and staff. Visitors' workstations are provided for access to the Library's catalog and GALILEO only. Visitors may use these workstations for normal activities associated with research. Use of visitors' workstations will be limited to thirty (30) minutes. Any visitor using workstations for purposes other than those listed here will be asked to relinquish the workstation and may be asked to leave the Library facilities.

8.2 Visitors violating the Library's policies may be denied access to the Library.

THEFT OR MUTILATION OF LIBRARY MATERIALS

1.0 **Theft, mutilation, or damage** to Library materials is a crime in the State of Georgia under sections 20-5-52, 20-5-53, 20-5-54, 20-5-55, and 45-11-1 of the Official Code of Georgia.

2.0 **All** individuals discovered in the act of stealing or having evidence of mutilation of Library materials or equipment will be reported to the Georgia Tech Police and the Director of Libraries, and are subject to prosecution.

2.1 Georgia Tech students will be reported to the Dean of Students and may be placed on academic probation.

3.0 Any employee who sees an individual attempting to steal or damage Library materials should immediately notify Library Security and the Head of Circulation.

(a) If material is not returned by the date specified on the recall notice.

(b) If reserve material is not returned within the specified loan period.

4. Payment of Fines: Fines are to be paid at the "Accounts Receivable" wicket in the University Business Office. Failure to pay fines on the part of students will be referred to the Registrar. Failure to pay fines on the part of the Faculty will be referred to the appropriate library committee.

5. Suspension of Borrowing Privileges: In addition to the levying of a fine, as above provided, failure to respond to requests for the return of overdue material will lead to suspension of library borrowing privileges in accordance with regulations determined by the appropriate library committee.

6. Departing Procedures: All students, faculty members and staff are required to clear their library account with the University before graduating or leaving the University.

H. Books Not Returned, Lost Books And Damaged Books

1. A borrower is responsible for library material borrowed in his or her name. Lost material should be promptly reported to the appropriate circulation desk.

2. Borrowers losing or failing to return material, or returning material in damaged condition are subject to the following charges:

   (a) A charge for a replacement copy and processing as determined by the University Librarian.

   (b) All accumulated fines.

   (c) If a book is returned, but the binding is broken, the cost of rebinding plus a handling charge as determined by the University Librarian.

3. A clean copy of the same edition of the lost book may be accepted in lieu of the replacement cost, but the borrower will still be subject to the cost of processing.

4. A non-refundable charge to offset administrative costs, as determined by the University Librarian, will be assessed against borrowers who return material after billing has been effected.

5. All lost material, or material not returned, even if paid for or replaced, will remain the property of the library, and must be returned if found.

I. **The University Librarian** may institute such operating rules and procedures for each of the several library units, to cover matters not provided for in these General Regulations, as are deemed necessary and appropriate for good library economy and service.

SENATE
DEC. 14,1983
(REPRINTED 1998)

19

McMaster University Libraries

Library Regulations

The information contained in this and other library leaflets is available on the Library's Webpage
http://www.mcmaster.ca/library/

McMaster University

GENERAL REGULATIONS FOR MCMASTER UNIVERSITY LIBRARIES

A. Use of the Library

1. MCMASTER University Library exists primarily to meet the needs of the students, faculty and staff of MCMASTER University. All persons holding valid MCMASTER University I.D. cards are entitled to full library privileges, subject to adherence to these regulations.

   Library users may be required to present MCMASTER University I.D. cards and /or other identification.

2. The needs of others for the facilities and services of the library, including alumni, visiting scholars, and other persons temporarily on the campus, will be met according to their specific needs. The overall policy shall be that the facilities and services of the library are to be extended as widely as possible, consistent with the needs of the MCMASTER University community as determined by the University Librarian.

3. Library users are required to show consideration for the rights of others, and should not behave in a manner which inconveniences or offends users or library staff in matters of access to space or materials, noise or general conduct. Reasonable complaints may result in disciplinary action being taken against the offender.

   In cases of flagrant and repeated breach of these regulations, or for other good cause, the University Librarian may suspend the offender's privilege of access to library facilities and/or report the matter to the appropriate University authority for further action.

B. Theft, Misappropriation or Mutilation of Library Materials or Property

1. The University considers theft, misappropriation, mutilation, or tampering with library materials, equipment or property by any user to be a serious offence. Offenders will be liable to suspension of the privilege of access to library facilities, legal action and/or other penalties sanctioned by the Senate.

2. **Sanctions**

   a. The University Librarian has the authority to impose the following penalties on faculty, students or staff:

      replacement costs and /or a fine, the fine not to exceed $100; and/or suspension of the privilege of access to library facilities for an appropriate period.

   b. Additional sanctions appropriate to students include notification of the student's Dean for appropriate Faculty or School action, a recommendation to the Senate for an endorsement on the student's transcript, with the ultimate sanction being suspension or expulsion from the University.

   c. Additional sanctions appropriate to faculty and staff will include notification of the appropriate Dean, Chairman of Department or Supervisor for suitable action.

3. Theft, misappropriation or mutilation of library materials includes:
   - Unauthorized removal of material from the library.
   - Falsification of circulation records by wilful use of a wrong I.D. card.
   - Deliberate misplacement of library material.
   - The mutilation of books, journals, or other library materials.
   - Tampering with library data files or computer programmes.

C. Study Space

Study space cannot be reserved. Books and personal belongings are left unattended at the owner's risk.

D. Noise

Conversation should not take place in study areas and other noise should be kept to a minimum.

E. Food, Drink And Smoking

Smoking and eating are generally prohibited anywhere within the perimeters of the campus libraries.

The consumption of beverages is allowed only in public lounges and study areas, and only from nonspillable, reusable containers.

F. Library Hours

Library hours shall be set by the University Librarian in consultation with the several library units. The Librarian is guided by the general policy that the reading rooms and circulation facilities and services should be open as often and as long as is feasible. Hours of opening are posted at the entrance to each library.

G. Circulation Rules

The rules regarding loan periods, recalls, renewals, and reserve material are determined by the appropriate library committee and are detailed in the guides to the several libraries.

The following rules apply to all libraries:

1. Books and other library material may be borrowed only by holders of valid MCMASTER I.D. cards and external borrower card holders.
2. The MCMASTER I.D. card in its use as a library card and the external borrower card are not transferable.
3. Fines, as determined by the University Librarian, shall be charged:

STATEMENT OF RESPONSIBILITY

SAFETY OFFICER

Sees that emergency plans exist, that a team of safety wardens are organized and trained to carry out the plans, and to coordinate evacuations.

DEPARTMENT HEADS

See that all employees in their departments know the location of emergency exits and evacuation routes and procedures.

Know the procedures in this manual.

See that each section within their department appoints one employee and a back-up who will make sure the area is cleared in any evacuation.

SAFETY WARDENS

Attend all safety meetings, lectures, and training sessions.

Know the procedures in this manual.

Carry out individually assigned duties in the event of an emergency.

Report to the Safety Officer or Circulation Supervisor any patron refusing to evacuate.

EMPLOYEES

Follow safety regulations and procedures.

Report safety hazards, accidents, and injuries to their supervisor.

Know location of emergency exits and evacuation routes and procedures.

ACCIDENT INVESTIGATION AND REPORTING

EMPLOYEES

It is the responsibility of employees to report all accidents or injuries to their supervisor.

SUPERVISORS

It is the responsibility of supervisors to:

–promptly investigate accidents

–send a copy of the "Employer's First Report of Injury" form to the Worker's Compensation office, the Employee Occupational Health Services (EOHS) office, and the Facility Manager immediately. Keep a copy for supervisor's file;

–complete an Incident Report with the Library Security officer on duty; and

–establish a cause and provide corrective action.

FACILITY MANAGER

It is the responsibility of the Facility Manager to:

–see that corrective action has been taken; and

–keep one copy of the "Employer's First Report of Injury" form on file.

* * * *

See page 9 for a sample copy of the "Employer's First Report of Injury" form, copies of which are available from Zimmerman Access Services, and CSEL, FAL, and Parish Circulation Supervisors.

The University of Texas at Austin
THE GENERAL LIBRARIES
Facilities & Support Services

April 4, 1995

TO: PCL Guards George Cogswell

FROM: George Cogswell, Special Projects Librarian

SUBJECT: **New PCL Standard Operating Procedure**

This binder contains an incomplete and draft version of a new Standard Operating Procedure for University Police Guards in PCL. When completed, later this spring, it will have several additional sections, and will be placed in a binder with divider sheets for the sections.

For now, please read, study, and use the sections that are here.

Here is an overview of the tentative final contents:

Section no.	Topic	Here	To Come Later
1	General	x	
2	Overview of Guard Duties	x	
3	Alertness to Activities That Are a Possible Threat to Security	x	
4	Preventing Unauthorized Removal of Library Materials from PCL	x	
5	Sample Forms related to Section 6		x
6	Preventing Library Users from Entering PCL with Food or Drink	x	
7	Fire Protection System		x
8	Drawings related to Section 7		x
9	Door Alarms		x
10	Drawings related to Section 9		x
11	Opening Routines	x	
12	Closing Routines		x
13	Drawing related to Section 12		x
14	Revolving Door Operating Instructions	x	
15	Drawings related to Section 14		x
16	Reporting Building Problems	x	
17	Providing Information, Directions, and Assistance	x	
18	Miscellaneous	x	

30

The University of Texas at Austin
The General Libraries
PERRY-CASTAÑEDA LIBRARY (PCL)
Standard Operating Procedure for University Police Guards in PCL

Section 1: GENERAL
Date of this version: 4/4/95

The guard at the Perry-Castañeda Library (PCL) is there to provide security for library staff, library users, library collections, and library facilities. This important job requires vigilance at all times the guard is on duty. The guard is the representative of The University of Texas, the University Police Department, and PCL, and therefore should be courteous and helpful to all faculty, students, staff, and visitors who use PCL.

Guards on this assignment will pay particular attention to learning the building and personnel who work there. They will be familiar with the schedule of opening/closing hours, the locations of all fire extinguishers, fire hose cabinets, stairways, emergency exits, and other alarmed doors, and with the operation of the revolving door and sliding door at the entrance, and the fire alarm system, door alarms, 3M book detection system, and elevator alarms.

The University of Texas at Austin
The General Libraries
PERRY-CASTAÑEDA LIBRARY (PCL)
Standard Operating Procedure for University Police Guards in PCL

Section 3: ALERTNESS TO ACTIVITIES THAT ARE A POSSIBLE THREAT TO SECURITY
Date of this version: 4/4/95

Be Alert to Activities that Are a Possible Threat to Security:

- Remain alert and watchful while on duty. Sleeping on duty is not permitted.
- Do not have or consume food or drink at the guard station. The prohibition against food and drink in PCL applies to guards.
- Do not make personal telephone calls while on duty.
- Minimize personal conversations while on duty.
- Keep entry and exit pathways around the guard station and turnstile area clear at all times. Do not stand blocking an exit aisle or allow persons consulting with you to do so.
- Do not read or work on personal materials while on duty.
- Monitor door surveillance system (two TV screens at guard station).
- Prevent all entrants from bringing in materials not normally associated with a library: firearms, lighted smoking materials, bicycles, roller skates, skateboards, large radios (though Walkmen with headphones are permissible), animals (except for guide dogs), and the like.
- Control admittance to the building outside official hours.
  - Do not allow library users to enter the building before official opening times or after official closing times.
  - Allow PCL staff to enter before official opening time.
  - Allow authorized Physical Plant and Utilities staff to enter before official opening time to make repairs.

The University of Texas at Austin
The General Libraries
PERRY-CASTAÑEDA LIBRARY (PCL)
Standard Operating Procedure for University Police Guards in PCL

Section 2: OVERVIEW OF GUARD DUTIES
Date of this version: 4/4/95 (DRAFT)

This is an overview of guard duties. Most of them are described in detail in the indicated sections of this SOP binder.

- Be alert to people and activities that are a possible threat to security or that are against the law or standing orders. (Section 3)
- Prevent the unauthorized removal of library materials from PCL. (Sections 4 and 5)
- Prevent library users from entering the building with food or drink. (Section 6)
- Monitor fire and door alarm systems and respond to all alarms. (Sections 7 through 10)
- Control public doors to PCL. Provide access to persons with disabilities through special door beside turnstiles. (Sections 11 through 15)
- Report problems with the building and its mechanical and electrical systems to Physical Plant, especially outside the 8:00 a.m. to 5:00 p.m. hours of operation. (Section 16)
- Provide information, directions, and assistance as requested when such assistance does not interfere with other assigned duties. (Section 17)
- Familiarize yourself with hours of operation for the day you are working.
- Monitor UTPD radio continuously.
- Secure a replacement from the Circulation Desk or a relief guard when leaving the guard station for any reason except an emergency evacuation when library users may exit freely.
- Do not have or consume food or drink at the guard station. The prohibition against food and drink in PCL applies to guards.

MIT

Patron Relations:

A Manual for the Staff of the M.I.T. Libraries

Prepared by the Security and Safety Task Force

1995

Patron Relations:
A Manual for the Staff of the M.I.T. Libraries

Table of Contents

Introduction 1-5

Disruptive Behavior 6-13

Aberrant Behavior 14-16

Criminal Behavior 17-22

General Comments 23

Index. 24

PATRON RELATIONS
A MANUAL FOR THE STAFF OF THE MIT LIBRARIES

Introduction

The Safety and Security Task Force of the MIT Libraries has compiled this manual as a resource to assist staff members of the MIT Libraries in dealing effectively and courteously with all patrons, including the small percentage of patrons who may be considered "difficult" and to provide uniform procedures to insure the safety and well-being of library staff and patrons.

The Task Force would like to acknowledge several sources which provided models and resource material for this manual: Patron Relations: a Manual for Library Staff, UCLA Libraries; Patron Relations: a Survival Manual, Yakima Valley Regional Library; Managing the Problem Library Patron, video produced by Campus Crime Prevention Programs; Library Safety and Security, a Comprehensive manual for Library Administrators and Police and Security Officers, Campus Crime Prevention Programs; and workshop materials from Crime Prevention, Security and Emergency Procedures for Academic and Public Libraries, January 24-26, 1994, Santa Barbara, California, presented by Campus Crime Prevention Programs.

We would also like to acknowledge the M.I.T. Campus Police, the administration of the M.I.T. Libraries and the staff of the M.I.T. Libraries for reviewing this document and offering their suggestions and support.

This manual is composed of 3 sections:

General Guidelines for all transactions with library patrons.
Procedures for handling problem patrons and situations.
Appendix of supplementary material.

Outline

All library staff are committed to providing the best possible service to our patrons. Most transactions with library patrons are pleasant and rewarding ones. Occasionally, patrons may have questions or complaints which may challenge even the best public service skills. Your greatest tools for meeting such challenges are courtesy, common sense, a calm approach, and a sense of humor.

The following steps are offered as a guide for dealing with library users in general, and for handling those challenging questions or complaints specifically:

1. Remain calm, receptive, and nonjudgemental. Be aware of your surroundings!

2. Listen carefully to the patron's question, request, or complaint. Practice active listening.

3. Pause, breathe deeply, and think before responding.

4. Speak in a relaxed, low tone. Repeat and paraphrase what the patron has said as concisely as possible. If the request or complaint is reasonable or legitimate, attempt to resolve the problem, if you have the authority to do so. If you do not have the authority to do so, offer to refer the patron to your supervisor. If the complaint is against another staff member, state sympathetically that there may have been a misunderstanding and attempt to resolve the problem.

5. If there is a justifiable need for an exception and you have the authority to do so, make one. Please note that abusive, demanding behavior on the part of the patron is NOT justification for an exception.

6. If the request/complaint is against library policy and an exception cannot justifiably be made, explain the policy clearly, giving a succinct explanation of its rationale, and show a written copy of the policy to the patron, if available.

7. Be pleasantly calm and firm. Do not argue. Stick to the issue and do not get sidetracked by peripheral arguments about such things as deadlines, special problems, etc.

8. If possible, offer alternatives which do not violate policy. Outline the choices.

9. If necessary, ask another staff member to corroborate your explanation and be prepared to act as support to your own colleagues. If necessary and/or possible, refer the patron immediately to your supervisor. Keep in mind that personal styles vary and one staff member may be able to resolve a matter with a patron that another staff member could not. This should not be taken personally.

10. If the patron wishes to make a complaint in writing or by telephone, give him or her the name of the relevant person. If your supervisor or the appropriate library administrator is not available, you may suggest that the complaint be made in writing or by telephone. Should the patron ask for your name to be included in the complaint, tell the patron (giving only your first name if you prefer). Be sure to tell your supervisor about these incidents so that he or she will have the necessary details when the patron calls or writes.

11. Refer the patron to your supervisor as necessary.

12. Many of the steps in this manual tell you to refer to your supervisor. If you work weekends or evenings and your supervisor is not available, give the patron the supervisor's name, M.I.T. phone number and the hours when s/he can be reached.

13. If the patron's behavior becomes disruptive and interferes with the ability of others to use the library or with library operations, follow the procedures outlined in the following sections of this manual.

An important point to keep in mind is that patrons should always leave the library feeling that their reasonable requests and/or complaints were taken into consideration and handled properly. There may be times when you can't help the patron, but if you offer alternatives or refer them to the appropriate person who may be able to help them and do so courteously, then you have been helpful.

General Guidelines

One very basic rule to remember when working in the Libraries or engaged in other activities on campus is:

IF YOU OBSERVE A CRIME IN PROGRESS, OR A CRIME IN PROGRESS IS REPORTED TO YOU, OR YOU SUSPECT THERE IS POTENTIAL DANGER IN A DEVELOPING SITUATION, CALL CAMPUS POLICE IMMEDIATELY AT EXTENSION 100 OR HIT THE PANIC BUTTON UNDERNEATH THE DESK, IF SO EQUIPPED.

When calling Campus Police:

*Tell them your name and exactly where you are calling from, including the name of the Library and the building and room number.

*Clearly and concisely, describe the incident or situations and request assistance.

*If you are in a situation in which you feel threatened with bodily harm and feel that picking up the telephone to call the police would jeopardize your well-being, hit the panic button, if you are at a desk equipped with one. Call Campus Police as soon as possible to follow up, although assistance should be on its way immediately after you have hit the panic button.

*When the police arrive, the staff member who called the police should be prepared to direct them to the situation or answer any questions they may have.

Library Incident Reports

Interim Procedure, 11/95

Please fill out a detailed Library Incident Report *everytime* that you have to call Campus Police. Give the report to your supervisor to pass onto the Divisional Librarian/Department Head. Incident Reports will be kept confidential and resolved within each specific department. Completed Reports should be forwarded to the Office of the Acting Co-Director and Associate Director for Public Services, 14S-308. The Libraries' Administration will be responsible for the retention of these records. When appropriate, a member of the Libraries' Administration will assist in conflict resolution or in follow up procedures.

A sample of the Library Incident Report is in the Appendix.

DISRUPTIVE BEHAVIOR

This type of behavior may be triggered unexpectedly by user frustration over library policies, broken copy machines, not finding books on the shelf, billing problems, delays in processing reserve reading requests, limits on staff time, disagreements over policy concerning food and drink prohibitions, noise restrictions, loitering and/or being annoyed by other users. It has the effect of interfering with the use of the library by other patrons and interrupts the work of library staff. Disruptive behavior may include aberrant or criminal behavior for which additional procedures are outlined in the following sections.

Panhandling / Soliciting / Petitioning

Panhandlers and solicitors are in violation of M.I.T.'s policy. No one is allowed to solicit on Institute property, which includes the libraries.

Step 1 Call Campus Police at x100 and notify them.

Sleeping

Habitual sleepers, noisy sleepers and those who are sprawled on furniture or the floor may be disturbing other patrons. In addition, those patrons who are sleeping are unsafe themselves, because they leave themselves vulnerable. Users who simply doze off for a short time should ordinarily be left alone.

Step 1	Approach a sleeper from the front, remaining at arm's length. Do *not* touch the person.
Step 2	Rap the table or the wall to awaken the person and speak quietly.
Step 3	Identify yourself as a staff member and inform the person that sleeping is not allowed in the library and that if it continues, s/he will be asked to leave.
Step 4	Check back in a few minutes. If the person is still sleeping, get support of a colleague and jointly ask the person to leave.
Step 5	If the person refuses, call Campus Police at x100.

Talking / Socializing

Excessive noise is disturbing to other patrons and library staff. Be alert to overbearing, noisy talkers. Other users may be too intimidated to complain and they are often reluctant to move elsewhere because library study space is not always easy to find.

Step 1	Intervene politely, calmly, and firmly.
Step 2	Identify yourself as a staff member, explain the policy and point out areas of the library where talking is permitted, if applicable.
Step 3	If talkers do not cease, get support from a colleague and again explain the policy.
Step 4	If talkers still do not cease call Campus Police at x100.

Irate / Abusive Patrons

This behavior does not have to be tolerated by any staff member. The library has an obligation to protect staff from such abuse. Make sure not to insult or abuse patrons who are themselves abusive.

Step 1	If a user becomes uncontrollably abusive, remain calm, keep your voice low and firm. Remember irate and abusive behavior is usually in response to Library policy not your policy.
Step 2	Ask the offender to leave and return when s/he is able to discuss the problem more calmly.
Step 3	If the person does not comply with your request, summon a colleague. (If you observe another colleague in this situation, ask pleasantly if you can be of help.)
Step 4	If a person does not cease the abusive behavior, summon your supervisor, if available.
Step 5	With your colleague and/or supervisor, advise the patron that the police will be called if the abuse does not cease.
Step 6	If the person still does not cease, call Campus Police at x100. If you do not feel comfortable picking up the phone, hit the panic button underneath the desk.

Telephone Harassment

If you are receiving harassing or obscene phone calls:

Step 1	Hang up immediately.
Step 2	If calls persist, notify Campus Police at x100.
Step 3	If a caller is upset about library policy or a bill, speak calmly and firmly.
Step 4	Listen to the complaint and clarify and explain the library policy.
Step 5	If the patron is still not satisfied, suggest that they speak to your supervisor. If the supervisor is not available, give his/her name, phone number and hours when s/he can be reached.
Step 6	If the patron becomes abusive or unreasonable, state calmly that you are going to terminate the call, and then do so.
Step 7	If the patron is irate because of the inability to get through the library's busy lines and/or voice mail, simply explain that we must give priority to patrons in the library, and all of the service desks have people waiting to be helped. Suggest that the patron try to call at a less busy time.

Verbal altercations between patrons

If you see an encounter between two patrons:

Step 1	Do not try to defuse the situation yourself.
Step 2	Call Campus Police at x100.

Physical Altercations between patrons:

Persons who engage in fighting may be guilty of assault, battery and disturbing the peace.

Step 1	Do not try to defuse the situation yourself.
Step 2	Call Campus Police at x100 immediately.
Step 3	Call other staff members to witness and to assist in calmly directing the other patrons away from the area.
Step 4	Wait for the Campus Police and show them to the area.

Demonstrations / Pranks

So long as demonstrations and briefly disruptive pranks (such as Tarzan yells and sprints down the hallways) do not occasion more than a momentary distraction to library users and do not interfere with library operations or jeopardize the safety of persons or library collections, they should be tolerated with good humor. However, any longer and more organized disturbances should not be tolerated.

Step 1	Call Campus Police at x100.
Step 2	Do not try to defuse the behavior yourself.

Eating and Drinking

Eating and drinking in a library environment can cause several types of problems:

- **deterioration of materials, equipment and furniture at a faster rate**
- **dirty/sticky work surfaces and surroundings for library users and staff**
- **loss of concentration for users who are distracted by noise, odors and activity connected with consuming food and drink**
- **small disasters from spilled liquids**
- **growth of insect and rodent problems (insects and rodents will eat paper and bindings, not just garbage from food).**

Step 1	Assess the situation. If the person is not disturbing others, is careful and the food/drink impact is minimal, consider ignoring the situation.
Step 2	If there is activity that is excessive (disturbing to others, risk of damage to materials and equipment, carelessness, etc.) approach the person.
Step 3	Identify yourself as a staff member and inform the person that food and drink are not allowed. Stress the particular problem and give them the informational card on the Libraries' food policy.
Step 4	Ask the person to either stop eating/drinking or to go out of the library (e.g. to the lobby) to finish the food/drink.
Step 5	Check back in a few minutes. If the person hasn't complied, get support form a colleague and again explain the request. Stress again that you are asking the person to eat/drink elsewhere.
Step 6	If the person still refuses, call Campus Police at x100.

Aberrant Behavior

Emotionally disturbed persons.

Emotionally disturbed persons may be suffering from mental illnesses or disorders characterized by somewhat bizarre external behavior, hallucinations and delusions. They can be extremely withdrawn, timid, and uncooperative or violently aggressive.

Step 1	If a person who may be mentally disturbed requires assistance or becomes a disruptive influence, remain at a comfortable, safe distance.
Step 2	DO NOT touch him/her.
Step 3	DO NOT stare or point.
Step 4	DO NOT laugh or whisper.
Step 5	DO NOT overcompensate for your anxiety and concern by being overly friendly and solicitous, or by being hostile and confrontational.
Step 6	Call Campus Police at x100.
Step 7	If approached by the person, speak calmly, directly and honestly.
Step 8	Respond to questions, requests, or statements matter-of-factly.
Step 9	DO NOT endorse or contradict a person's hallucinations or delusions.

Lonely / Possessive / Helpless Persons

Such persons often wish to monopolize the time of library staff and other library users. They may engage in excessively long conversations and may resent efforts to encourage them to come to the point or to terminate discussion. These individuals are usually friendly and eager to be even more friendly. However, they can also be abrupt, rude, impatient in their demeanor, and extraordinarily persistent in their requests for assistance and services. They may appear quite helpless or are unwilling to put out any effort to help themselves, and they are quick to take personal offense at negative answers. They frequently are unwilling to accept explanations of necessary limits to service.

Step 1	When assisting a person who wishes to monopolize your attention, set a time limit on the amount you can allow. Explain that you hope you can help the person, but as others are waiting, you can give only about two minutes to each person.
Step 2	Paraphrase the questions/requests put to you and say you wish to understand exactly what is needed.
Step 3	Make brief written notes of his/his inquiries to show that you are identifying the elements of the problem.
Step 4	Give clear step-by-step answers to his/her questions on paper, if possible, and encourage the person to be self-sufficient. DO NOT set a precedent of doing everything for the person.

Persons suspected of being under the influence of alcohol and/or drugs.

Person who have consumed sufficient alcohol to be noticeably intoxicated can generally be detected by their alcoholic breath. It is often difficult to ascertain whether other persons who exhibit aberrant behavior are under the influence of drugs or suffering from physiological disorders. All such persons may exhibit abrupt and extreme changes of mood and should be approached with caution.

Step 1	If someone behaves in such a way that you suspect drugs or excessive alcohol, call Campus Police at x100.
Step 2	Be discrete! Maintain a non-judgmental attitude. Do not make the person feel watched or cornered. Keep a comfortable, "safe" distance and DO NOT touch the patron.

CRIMINAL BEHAVIOR -

Theft of Library Materials:

If the automatic book detection system goes off:

Step 1	Always assume innocence of the person.
Step 2	Ask if the person has any books, video tapes or bookstore books that may not have been desensitized.
Step 3	If you find library books ask if s/he had been planning to check them out.
Step 4	If not, keep them behind the desk.
Step 5	If you can not figure out what is tripping the alarm, ask the person to open his/her bookbag or briefcase.
Step 6	If the person leaves without stopping for you or if they leave with the books, call Campus Police at x100 and give a good description of the person.
Step 7	Do *not* follow the person if they leave with the books.

If theft of library materials is observed:

Step 1	Call Campus Police at x100 and give a good description of the person.
Step 2	Try to get another witness to the behavior, if at all possible.
Step 3	Give a good description of the materials in question if at all possible.
Step 5	Do *not* talk to, detain or follow the person.

Vandalism or Graffiti

If vandalism or the writing of graffiti is observed:

Step 1	Call Campus Police at x100.
Step 2	Try to get another witness to the behavior, if at all possible.
Step 3	Do *not* talk to, detain or follow the person.
Step 4	Do *not* erase or clean up the area until Campus Police has seen the site.

Theft

If someone reports a theft, such as a backpack or purse:

Step 1	Call Campus Police at x100.
Step 2	Have victim or witness talk directly to Campus Police.
Step 3	Encourage them to file a report with Campus Police.
Step 4	If there is no description, call Campus Police anyway.

Sex Offenses

Sexual offenses are considered to be any type of sexual assault, public indecency, flashing, etc. If this behavior is observed:

Step 1	Call Campus Police at x100 and give exact location and description of the offender.
Step 2	If the offender is still in the building, alert all other staff via telephone or walkie-talkie.
Step 3	If necessary, allow the victim to sit quietly in a private office while waiting for Campus Police.

Possession of a Weapon

A weapon may be defined as any dangerous object. This includes guns, rifles and shotguns as well as unsheathed knives and switchblades.

If you suspect that a patron is carrying a weapon:

Step 1	Call Campus Police at x100 and give a good description of the person.
Step 2	Alert the rest of the staff.
Step 3	Do *not* provoke a confrontation - keep your distance!

Trespassing

Sometimes, patrons do not want to leave the library at closing time due to a variety of reasons. This may be considered trespassing. If they refuse to leave:

Step 1	Get backup from a colleague.
Step 2	Explain to the patron that they are in violation of the law if they refuse to leave. Explain the library's hours.
Step 3	If they still refuse to leave, explain that you will have to call Campus Police.
Step 4	If the problem persists, call Campus Police at x100.

In general:

You should never detain an offender. It is often a question of safety, and you would be putting yourself at risk. If you have any doubts, call Campus Police immediately and try to give them as good a description of the offender as you can.

Remain calm and use safe, non-threatening body posture.

Keep your distance.

If you feel uncomfortable using the telephone, hit the panic button.

Index

	Page
Aberrant Behavior	14-16
Abusive Patrons	9
Alcohol, under the influence	16
Altercations, verbal	11
Altercations, physical	11
Criminal Behavior	17-22
Demonstrations	12
Disruptive Behavior	6-13
Drugs, under the influence	16
Eating / Drinking	13
Emotionally Disturbed Patrons	14
General comments	23
Graffiti	19
Irate/Abusive Patrons	9
Lonely/Possessive/Helpless Persons	15
Library Incident Report	5
Panhandling/Soliciting/Petitioning	6
Sex Offenses	20
Sleeping	7
Talking/Socializing	8
Telephone Harassment	10
Theft, general	19
Theft of Library Materials	17-18
Trespassing	22
Vandalism	19
Weapon, possession of a	21

MIT

LIBRARY INCIDENT REPORT

Date:_____

Time:_____

Location:_____

Description of the Incident:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Staff member filing the incident report:_____

Ext.:_____

Please return completed Incident Report sheet to your Divisional Librarian/Department Head.

Ohio State University Libraries

Emergency Manual

Table of Contents

Quick-Reference Emergency List.....
Table of Contents.....
Introduction.....

PART I: IMMEDIATE RESPONSE TO EMERGENCIES

Assault.....
Bomb Threat.....
Building Takeover.....
Child Unattended .....
Computer System Damage.....
Disruptive, Inappropriate, or Unacceptable Behavior.....
Earthquake.....
Elevator Failure.....
Explosions.....
Fire.....
Fumes.....
Medical Assistance.....
Power Outages.....
Rape and Sexual Assault.....
Shelving Collapse.....
Snow Storms and Extreme Winter Weather.....
Structural Failure.....
Theft.....
Tornado.....
Vandalism.....
Water Damage, Floods, Leaks.....

Emergency Notification List.....
Phone Tree.....

PART II: SALVAGE, RECOVERY, AND FOLLOW-UP TO LARGE-SCALE DAMAGES TO FACILITIES & COLLECTIONS

A. The Disaster Contingency Plan.....
1. Disaster Response: Overview of Principles and Responsibilities.....
2. Responsibilities Assigned .....
3. Checklist of Immediate Steps.....

B. Recovery Methodology for Library Materials: Plan of Action.....
1. Packing and Removal of Wet Books and Materials: General.....
2. Packing and Removal of Wet Books and Materials: Specific.....
3. Recovery Methods for Materials Requiring Immediate Attention.....
4. Preparation for Air Drying of Materials.....
5. Air Drying Books.....
6. Air Drying Paper Documents and Pamphlets.....
7. Drying Wet Books and Records:
Summary of Methods and Technology.....
8. Non-Water Disasters: Handling and Recovery.....
C. Resource File: Emergency Supplies and Services.....
1. Emergency Supplies and Services: Sources.....
2. Emergency Supplies and Services: Sources' Telephone
Numbers and Addresses.....
D. Emergency Purchasing and Insurance Claims: Procedures.....

PART III: APPENDICES: PREVENTION AND PREPAREDNESS

A. Building Coordinators Assigned to Library Buildings
B. CPR: A list of OSU Libraries personnel who have received training in CPR (Cardio-Pulmonary Resuscitation)
C. Emergency Evacuation Procedures (OSU)
D. Fire Extinguishers: Your Small-Fire Defense
E. Floor Plans of the Library
F. Library *Incident and Emergency Report* Form
G. M.E.S.S. Kits: Miscellaneous Emergency Supply Source (M.E.S.S.) Kits: Contents and Locations
H. Priorities for Salvage in the Library
I. Shut-off Locations for Water, Electricity, Gas in University Buildings
J. "Sorting and Processing Wet Paper Materials for Subsequent Air-Drying and/or Freeze-Drying" -- training sheet for packing wet materials for freezing
K. University Libraries Building Use Policy
L. *Supervisor's Accident Report* Form: updated as "Employee Accident Report" and "Supervisor's Follow-Up Report on Employee Accident"
M. University Policies:
Unauthorized Use of Property (1990)
Procedures: Death or Serious Injury of a Student
Procedures: Students Suffered Emotional and/or Physical Trauma
N. Food and Drink Policy: Employee Responsibility

PROCEDURES ON MISUSE OF LIBRARY ELECTRONIC RESOURCES

1.0 These procedures provide guidance in handling the misuse of Library electronic resources.

Employees or users may observe misuse of electronic resources.

1.1 **Examples of Misuse** include, but are not limited to:

- Visitors using non-visitor stations or resources;
- visitors using electronic resources for an excessive period of time (typically use should be restricted to 30 minutes);
- visitors surfing the Web for amusement, in chat rooms, or sending e-mail;
- anyone viewing pornographic sites;
- anyone behaving in a disorderly manner or disturbing other Library users.

2.0 Procedures for Staff

Staff should report any misuse to the security staff. If complications arise, please contact the head of Library Security by pager or a Library administrator.

3.0 Procedure for Security

3.1 Each case is unique. Please follow the procedures below:

1. Approach the individual, introduce yourself.
2. Determine, in general, what the individual is doing at the station.
3. In a calm, quiet manner, state that you have received a complaint that the individual is inappropriately using this resource.
4. Instruct the individual to terminate the session.
5. See Policy **AC 970922-01 Admission and Use of the Library.** If the individual resists or is also argumentative, ask him/her to come with you to a vacant, nearby office.
6. Make a photocopy of the ID only if the individual becomes difficult to manage.

7. State the Library's policy regarding use of electronic resources. For example: "This Library resource is for research related to instruction and learning. It is reported to me that you are using this resource to do _____, and this is an inappropriate use."

8. Listen carefully to what the individual says, and answer any questions.

9. If the individual is GT staff, faculty or student, release him/her to continue appropriate use of the Library.

10. If the individual is non-GT, ask him/her to either use the resource correctly (by going to a visitor station, or limit time to 30 minutes, etc.) or leave. If the use distracted or disturbed other users, the Non-GT person should be asked to leave the building.

11. If the individual does not cooperate, call the GT Police. Write Incident Report if photocopy of ID was made and the individual was difficult to manage.

How to Handle Suspected Thefts after Normal Business Hours

Under normal circumstances, a security officer should always be positioned at the security desk during closing. In part, the responsibility of this officer is to monitor stragglers exiting the building. Should the gate alarm sound after closing and all circulation staff are gone, the desk officer resumes sole responsibility for determining what caused the alarm to sound.

1. **Remain calm and cordial.** Question the individual if he/she has any materials from the bookstore that might cause the alarm to sound. (Explain to them that the bookstore utilizes the same security system as the library). If their response is negative;

2. Ask if they have any videos or items purchased from retail establishments. (Explain that Blockbuster videos as well as some small items such as lipsticks, batteries, etc. purchased from stores may set off our alarm). If the answer is still negative;

3. Ask that they place their book bag and/or personal belongings on the counter and then walk through the gate again empty handed.

4. If the alarm sounds again, proceed with the following:

    a. Ask the individual for ~~that~~ what has set off the alarm.
    b. Ask for identification.
    c. Ask individual to wait by the desk.
    d. Call Campus Police

5. If the individual attempts to exit without book bag or other hand-held items and the alarm does not sound:

    a. Ask individual to show contents of book bag and/or hand-held items.

6. If Tech books are found:

    a. If individual is a Tech student, explain that books must be left behind so that Circ. staff can determine if they were properly checked out.

    b. If individual is not a Tech student, keep books and get a telephone number.

7. If damaged library materials are found, call GTP immediately.

BEST COPY AVAILABLE

8. Resume attempted theft-related questions. Listen for inconsistencies in their stories. **Do not jump to conclusions and falsely accuse anyone of stealing.** When questioning, use examples such as:

    a. Is the material checked out to you?
    b. Did you intend to check out the material?
    c. Were you aware that you still had material after closing?

If you are not completely satisfied that it was an honest mistake and there were too many inconsistencies in the answers, call GTP.

Upon arrival of GTP, explain the situation to the officer and:

    a. get a case number
    b. photocopy individual's id
    c. gather all suspected library materials

If the officer asks if you want to prosecute, your answer will always be that the **"incident will be reviewed by the appropriate person the next business day".** However, the individual should be instructed to report to the Head of Circulation in the morning of the next business day.

9. Complete Security Incident Report.

Circulation Staff Instructions for Dealing with Attempted Theft

ACTIONS TO TAKE WHEN THE EXIT GATE ALARM SOUNDS:

Each time the exit alarm sounds the incident should be treated seriously, even if there have been a number of false alarms that same day.

On nights and weekends, when staffing is minimal, you may ask for assistance from Library Security. When possible, a Circulation student assistant should cover the entrance.

RESPONDING TO THE ALARM:

Ask the person to return to the desk. If more than one person is in the exit, ask each to exit slowly to detect who created the alarm. Security personnel should assist with this process.

If the person proceeds away from the desk area back into the Library this constitutes a "red alert", indicating the person may have Library material he/she will attempt to hide within the building. Because this may include damaged items stop the person before he/she can disappear. If the person does not hear you, or seems to ignore you, go after him/her to return to the desk. Note the person's physical characteristics, clothing, etc. Ask Security for additional support if necessary.

CHECKING PERSONAL BELONGINGS FOR LIBRARY MATERIAL:

Use a neutral, non-accusatory approach when talking to the person. You may wish to ask the following:

"Did you forget to check out some Library materials?"
"Could you have picked up some Library materials by mistake?"
"May I see what you have so I can get you through quickly?"

It is best to ask the person to open his/her book bag and show the contents. If the individual has only a folder or notebook, leaf through the pages of paper looking for removed journal pages and other easily hidden material.

Be aware of items which might cause a false alarm: Blockbuster videos, books purchased from the Campus Bookstore, Samsonite briefcases, calculators left ON. Any of these items may set off the alarm. NEVER SUGGEST THE PERSON WALK THROUGH THE GATE AGAIN WITHOUT FIRST CHECKING THE MATERIALS THEY ARE CARRYING.

While Samsonite briefcases will automatically set off the alarm, it is still necessary to check these each time, examining

BEST COPY AVAILABLE

the various compartments. After checking the briefcase, allow the individual to pass through the gate and pass the briefcase over the partition, or suppress the gate lock mechanism to permit the individual to pass through.

If in the course of searching you do not uncover any materials, books, torn articles, etc., say:

"I apologize for the inconvenience. Please exit the gate again more slowly."

If the alarm goes off again call your supervisor to assist you in checking the person's belongings. A REASON SHOULD BE DETERMINED FOR EVERY ALARM.

REPEAT OCCURRENCES WITH THE SAME PERSON NOT CHECKING OUT ITEMS:

If you are aware the individual has activated the alarm recently because of items not checked out (but presumed to be a mistake) be especially observant. If the individual again has Library material not checked out call your supervisor. The supervisor will say something like:

"Another time recently you forgot to check out Library materials. All Library materials need to be checked out."

The supervisor should then record the individual's name and ID number and state that the individual will be reported the next time this occurs.

IF THE PERSON HAS LIBRARY MATERIAL:

1. Book materials -- If the book was not "hidden", ask whether the person intended to check it out. If the individual wants the book, and it circulates, proceed with the transaction.

IF THE BOOK APPEARS TO HAVE BEEN HIDDEN CALL YOUR SUPERVISOR. (Proceed with the following even if no supervisor is on duty). The supervisor will ask the person if he/she "wants to check out the book?" If the person responds "Yes", check the book out. If the person responds "No," say

"All Library materials leaving the building must be checked out. Removing material without checkout constitutes theft."

Ask the person for some type of identification, either student ID or driver's license. Record:

1) NAME and

2) SOCIAL SECURITY or DRIVER'S LICENSE NUMBER and ADDRESS on the Security Report form.

The completed Security Report will be sent to the Library Director. A copy will be kept by the Head of Circulation.

2. Serials, magazines and other non-circulating materials -- Ask if he/she intended to take the item. If the person exited with the item BY MISTAKE tell him/her you will take it for reshelving.

If the person wanted to TAKE the item make the following points:

"This item does not circulate. Nothing leaves the building without being detected. Removing Library materials in this manner constitutes theft."

Ask the person for some type of identification, either student ID or driver's license. Write down:

1) NAME
2) SOCIAL SECURITY or DRIVER'S LICENSE NUMBER, and
3) ADDRESS

on the Security Report form. The completed Security Report will be sent to the Library Director. A copy will be kept by the Head of Circulation.

DAMAGED ITEMS:

If you uncover Library materials that are damaged in any way CALL YOUR SUPERVISOR IMMEDIATELY.

Damage can consist of:

1) call numbers torn off spines
2) pages ripped out of journals, books, etc.
3) books with covers removed
4) etc.

The supervisor (or desk attendant if no supervisor is present) will call Campus Police to come to the Library and fill out an "incident report". The Campus officer will interview both the Circulation attendant(s) and the individual accused of damaging Library material with the intent to steal.

NOTE: The Circulation attendant will still fill out the Library's Security Report.

BILLING FOR DAMAGED ITEMS:

The supervisor (or desk attendant if no supervisor is present) will bill for:

1) replacement or repair of each item, and
2) processing fee for each item.

NOTE: If journals are damaged, the user must also pay for:

1) each damaged issue
2) a processing fee for EACH issue.

Even if damage has occurred to only one issue of a bound journal the entire journal may have to be replaced and each issue paid for.

During regular Library hours phone the head of the Library Control Department and ask for the replacement cost of journals. If the journal is more than 5 years old it may take several days to determine replacement cost. Call the Head of Acquisitions Department for the replacement cost of all other Library material. If the incident occurs at night or on weekends the Circulation supervisor will follow through on billing the next working day.

PAYING FOR DAMAGED ITEMS:

For a user willing to pay, the supervisor (or desk attendant if no supervisor is present) will complete the transaction by recording the:

1) bill(s)
2) payment of bill(s),
3) and collect the money owed. (The Library accepts cash, check or credit card.)

If the person cannot pay the bill(s), the supervisor will send an invoice in the mail or make an appointment for the person to return with the money. If payment is not received within 5 business days the Library will prosecute. (NOTE: The Library cannot prosecute without a Campus Police "incident report".)

SECURITY REPORT:

All incidents of theft or mutilation must be reported promptly to the Library Director. The supervisor (or desk attendant if no supervisor is present) will complete the Security Report, describing:

1) the incident
2) name of the person
3) damages
4) resolution

The report will be mailed to the Library Director with a copy kept for the files of the Head of Circulation.

DIFFICULT ENCOUNTERS:

If a person with damaged or concealed Library material becomes difficult (refuses to show ID, refuses to pay, becomes belligerent) CAMPUS POLICE ARE TO BE IMMEDIATELY CALLED. The supervisor (or desk attendant if no supervisor is present) will explain the situation to the Campus Police and ask them to send an officer over. While you are waiting for Campus Police ask the person to remain at the Circulation desk.

NIGHTS AND WEEKENDS:

It is difficult to bill offenders for damaged items when the incident occurs at night and on weekends. Collect as much information as possible for the Security Report. Price information will be determined the next working day. Inform the person that an invoice will be sent for damages, and suggest that the person contact the Head of Circulation the next working day. Indicate that failure to pay the damages within 5 working days will result in prosecution for theft.

PURDUE UNIVERSITY

(Purdue University Libraries – Template to be adapted by each library/unit)

---------- WHAT TO DO IN AN EMERGENCY ----------

FIRE

- **If you discover a fire, activate the nearest fire alarm.**
- **Then, telephone 911.**
- Evacuate library. *[Insert specific information for your location, e.g., "Announce: 'That is the fire alarm. Leave the building immediately by the nearest exit.' "]*
- Do NOT lock library.
- Library staff meet _____ *[Insert location, e.g., "in front of XXX building."]*

BOMB

- **Telephone 911.**
- Evacuate library, if so instructed by Police.
- Do NOT lock library.
- Library staff meet _____ *[Insert location, e.g., "in front of XXX building."]*

INOPERATIVE ELEVATORS

- Daytime: **telephone 44881** (Elevator Shop, Physical Facilities).
- Nights and weekends: **telephone 48221** (University Police).
- Do NOT attempt to remove people from the elevator. Tell them they are safe and help is on the way.

DEVIANT BEHAVIOR

- **Telephone 911** (if suspect is there) or **48221** (University Police).
- If reported by patron, ask him/her to stay and talk with Police.

If he/she will not stay, get name, address, phone number, and complete description of incident.

OBSCENE PHONE CALLS

- **Telephone 48221** (University Police).

TORNADO

- **Outdoor sirens will sound for a period in excess of two minutes.**
- **Proceed to closest sheltered area.** *[Insert specifics for your location. Refer to University tornado procedures and consider that closest sheltered area might be in the library.]*

MEDICAL EMERGENCY

- **Telephone 911.**
- Follow instructions given by 911 personnel.

POWER OUTAGE

[Insert specifics for your location.]

THEFT AND VANDALISM

- **Telephone 911** (if suspect is there) or **48221** (University Police).
- If reported by patron, ask him/her to stay and talk with Police.

If patron will not stay, get name, address, telephone number, and complete description of incident.

AFTER TAKING THE STEPS LISTED ABOVE, INFORM YOUR SUPERVISOR. THEN, *KEEP THE PHONE LINES CLEAR.*

POLICE -- 911 FIRE -- 911
AMBULANCE -- 911

EVACUATION PROCEDURE

GENERAL PROCEDURES

LEAVE THE BUILDING FROM THE NEAREST SAFE EXIT (ACTIVATING AN ALARM IF POSSIBLE) AND CALL SECURITY (DIAL 13) FROM THE NEAREST SAFE PHONE.

- DO NOT USE ELEVATORS
- RESCUE ANYONE IN **IMMEDIATE DANGER**
- ALERT OTHERS
  —PULL FIRE ALARM
- CONFINE THE FIRE BY:
  —Closing the doors immediate to the area.
  —If safe to do so, close other doors as you leave the building.
- EXIT BUILDING FROM THE NEAREST SAFE LOCATION
  —Do not use elevators; use the stairway.
  —Do not open doors which are hot to the touch.
  —Do not open windows (fires need oxygen).
  —If smoke or heat are present, stay low under the smoke.
- **CALL SECURITY DIAL 13** from a safe location and give the following information:
  —Nature of the Emergency.
  —The exact location (building, library or department, floor, room). Be prepared to give directions.
  —Your name and the phone number where you can be reached.
  —If possible send a staff member with elevator keys to meet Security.

DO NOT REENTER THE BUILDING until instructed to do so by Security. After the fire is extinguished, fire officials must first check the building for structural damage and toxic gases. Even after the smoke and debris have been removed from the building, toxic contaminants may have been absorbed by the rugs, furniture, etc.

WHAT TO DO WHEN THE BUILDING ALARM IS ACTIVATED:

DISASTER RECOVERY TEAM

When the fire alarm sounds, the Disaster Recovery Team gathers at the Command Post (CLARC/bus stop lobby). A Team Member is chosen as the Administrative Officer-in-Charge (A.O.C.), to act as a building reference person for Emergency Personnel. The A.O.C then assigns responsibilities to the remaining team members as needed:

- a team member is sent to the **2nd floor Wilson Commons phone (5-4106)** to await a phone call from the A.O.C giving the "All Clear". Staff will then be directed to return to the library.

- 1 -2 team members remain to act as a "runners" assisting the A.O.C. and University and off-site emergency response personnel, (e.g. alerting CIRC staff about the "All Clear", etc.).
- a staff member acts as door monitor for the interior bus lobby doors
- CIRC staff act as door monitors for the Quad front entrance doors

The remaining team members will then join the other Library staff at the 'flight site', i.e., Wilson Commons, 2nd floor. After the "All Clear" has been given by Security, the A.O.C. will alert the staff at the flight site and then instruct the door monitors to allow staff re-entry into the building: library patrons will be allowed re-entry only after Library staff have returned.

ADMINISTRATIVE OFFICER-IN-CHARGE (A.O.C.)

- Make sure that Security keeps strobes flashing until library staff have reentered the building.
- Inform library staff of "All Clear". Call Wilson Commons (x-5-4106).
- Call Building Managers (pager #12-3316) or (pager #12-3315) to contact Facilities to ensure that the water supply has been shut off and that the standing water has been removed.

LIBRARY STAFF (general)

- Close windows and doors (leave unlocked) in work area.
- Evacuate the building.
- Proceed to the flight site: 2nd floor Wilson Commons.
- Return to the Library after the "All Clear" has been given.

RUSH RHEES CIRCULATION STAFF (Full-time staff and student supervisors)

- Lock the safe.
- Lock the key cabinet and take key 27.
- Lock the cash register and take the key.
- Close office doors; leave them unlocked.
- Unplug the exit gates; push open both the exit and entrance gates.
- Act as door monitors at the Quad entrance doors. The A.O.C. will notify the door monitors when staff can re-enter; patrons should be prevented from re-entering the building until the strobes stop flashing and the A.O.C. gives the "All Clear."
- Notify Security at the Command Post if mobility-impaired people are in need of assistance evacuating the building.

CLARC STAFF (Full time staff and student consultants)

- Assist in evacuating lobby and CLARC entrance.
- Provide assistance to Administrative Officer in Charge.

- Act as door monitors in the Ground Floor Lobby. The A.O.C. will notify the door monitors when staff can re-enter; patrons should be prevented from re-entering the building until the strobes stop flashing and the A.O.C. gives the "All Clear."

DISASTER RECOVERY TEAM

PERSONS TO SUMMON WHEN A DISASTER OCCURS

IT IS THE RESPONSIBILITY OF THE FIRST PERSON OBSERVING THE DISASTER TO **CALL SECURITY DIAL 13** AND A MEMBER OF THE DISASTER RECOVERY TEAM. The Recovery Director or the first person reached is responsible for contacting all other appropriate personnel.

RECOVERY TEAM **(Call in order given until you reach someone.)**

TEAM FUNCTION	NAME	OFFICE PHONE	HOME PHONE
Recovery Director	Richard Peek	5-9285	256-0121
Assistant Recovery Director	Andrea Reithmayr	5-9291	473-9262
Building Managers	Rory O'Brien*	5-4480	872-0066
	Stephen Becker	5-4490	
Stack Manager	Tony Reale	5-9310	225-1774
Dean of Libraries/Administration Representative	Ronald Dow	5-4461	742-5477
Team Leader	Melissa Mead	5-9293	256-0121
	Leah Hamilton	5-9291	(315) 462-3848
Communications Director	Sally Roche	5-9311	338-1975
Member	Ann Finger	5-4471	244-6980
Member	Stephanie Frontz	5-4476	461-0617
Member	Evelyn Walker	5-4477	(315) 923-9334
Recorder	Melissa Mead	5-9293	256-0121
Member, Science Libraries	Kenn Harper	5-4465	359-0425
Funds Manager	Sue Hubbard	5-9323	334-3666
Risk Manager	Patty Guagliardo	5-3997	
Systems Managers	Melinda Stowe	5-9313	461-4857
	Rich Hayden **beeper #s	5-6350 12-3319**	768-2805 220-3319 **

*Building Manager (pager #12-3316) or his assistant (pager #12-3315) must be in contact with Facilities to ensure that the water supply has been shut off and that the standing water has been removed.

COMMAND POST

During an emergency, the Central Command Post of the Library will be CLARC (x5-8470, x5-8985), located on the ground floor of Rush Rhees Library.

If CLARC can not be used, the lobby outside CLARC (x7-2446, only for calls within the University) will be the alternative command post*.

If entry to Rush Rhees is denied by Police or Fire Marshall, the command post will shift to Carlson Library Circulation Desk (x5-4488, x5-4487). Contact with the command post area — and the staff stationed there — should be maintained at all times during an emergency.

As a matter of convenience, once entry to Rush Rhees is allowed, the Disaster Recovery Team may choose to relocate the command post from CLARC to the Main Circulation Desk.

*The telephone outside, near "Knox Box", x7-7145, also only handles calls within the University.

TEAM RESPONSIBILITIES

1. Recovery Director - Richard Peek x5-9285/256-0121

   a. Coordinates plans for volunteers, authorizes expenditures.
   b. Assigns recovery priorities to special collections.
   c. Communicates with insurance personnel.
   d. Determines costs for recovery of damaged items.

2. Assistant Recovery Director - Andrea Reithmayr x5-9291/473-9262
   a. Assigns specific tasks to specific disaster team members.
   b. Acts as recovery specialist for special materials; instructs staff on recovery procedures for special materials.
   c. Arranges for the boxing, packing, air-drying and/or freezing of damaged materials.

3. Team Leader - Melissa Mead x5-9293/256-0121
   Leah Hamilton x5-9291/315-462-3848
   a. Organizes individual recovery teams.
   b. Supervises volunteer work forces and recovery teams.

4. Administration Representative - Ronald Dow x5-4461/742-5477

   a. Authorizes further expenditures beyond those authorized by the Recovery Director.
   b. Acts as media representative for the library.

5. Communications Director - Sally Roche x5-9311/338-1975

   a. Organizes emergency communication operations, e.g. temporary radio, phone and data communication systems.

6. Institution Risk Manager - Patty Guagliardo x5-3997

   a. Assists in surveying damaged materials and assessing insurance coverage.

7. Building Representative - Rory O'Brien x5-4480/872-0066 pager #12-3316/ Sally Roche x5-9311/338-1975

   a. Provides expert knowledge of floor plans, water shut-offs, alarm systems, etc.

8. Recorder - Melissa Mead x5-9293/256-0121

   a. Maintains a log of the recovery operation procedures.
   b. Keeps detailed record of damaged materials sent off-site or treated in-house.

WHEN AN EMPLOYEE IS INJURED, WHAT SHOULD YOU DO ?

All employees whose names appear on The University of Texas at Austin payroll are automatically covered under Worker's Compensation (W.C.I.). This insurance covers injuries that happen to employees while they are preforming their University jobs. Self-inflicted or off-the-job injuries are not covered by W.C.I.

As a supervisor, you have certain responsibilities when an employee in your area is injured at work. These responsibilities include:

1. If emergency treatment is required, you should call an ambulance–dial 911 for Emergency Medical Service–and notify U.T. Police at 471-1234.

2. You should accompany the injured employee to the nearest emergency medical facility, and give the following address for billing: Workers' Compensation Insurance, The University of Texas at Austin, P. O. Drawer V, Austin, Texas 78713.

3. If the injury is not an emergency, you should instruct the employee to see a physician and notify the Faculty/Staff Benefits Section of the Office of Personnel Services and Employee Relations (OPSER) at 471-4343 so that they can verify coverage to the physician.

4. **You should submit a First Report of Injury (W.C.I., Form 5) to Rose Cook, Library Office PCL, 3.200 as soon as possible (within 5 days).**

   In the report, state where the accident occurred (building, etc.), what part of the employee's body was injured, and type of injury (e.g., cut left foot). The First Report of Injury must be submitted even though the injury may not require treatment by a physician. Rose will input all information via terminal. Should you experience any difficulty in completing either of these forms, address your questions to Rose. Copies of forms are available in the Library Office.

5. You should advise an injured employee that earned sick leave and/or vacation may be used to remain on the payroll, if the attending physician certifies the employee as disabled to work. When the leave is exhausted, an employee may qualify for weekly compensation benefits if a physician certifies that he or she is still disabled from the injury. Earned sick leave and/or vacation should not be charged for time missed on the day of injury. An injured employee is not required to use earned vacation and/or sick leave, but should know that there is a seven–day waiting period which is compensated for only if the employee is off the job for 28 days or more because of the injury.

6. As soon as possible, you should submit a Request for Paid Leave Form (W.C.I., Form 23) to OPSER, indicating whether (1) the employee has accrued vacation and/or sick leave which will cover all or a portion of time off the job, or (2) the employee wishes to go on leave without pay.

If the employee goes on leave without pay, the supervisor should call the OPSER Faculty/Staff Benefits Section as soon as the employee returns to work. OPSER needs to know the date the employee went on leave without pay and the date he or she returned to work.

The University will pay all reasonable costs of hospitalization, treatment, and medication that a physician prescribes for an employee's on the job injury. If you have any questions about W.C.I., please contact the Faculty/Staff Benefits Section of OPSER at 471-4343.

IMPORTANT: WORKERS' COMPENSATION AUTHORIZATION

Authorizations for medical treatment of on-the-job injuries can only be made by the W.C.I. representative in OPSER. If an injured employee requires medical treatment, contact the Benefits Section of OPSER (471-4343) immediately. A First Report of Injury must be submitted as soon as possible thereafter.

OPSER must be notified immediately if an injured employee misses work due to the injury and must also be notified upon the injured employee's return to work.

EMPLOYER

AS PER RULE 160.1 (a) OF THE TEXAS WORKERS' COMPENSATION ACT, TWCC NOTICE 3 IS REQUIRED TO ADVISE YOUR EMPLOYEES OF THE 24 HOUR TOLL FREE HOTLINE NUMBER FOR REPORTING OCCUPATIONAL SAFETY AND/OR HEALTH VIOLATIONS.

AS OF JANUARY 1, 1991, NOTICES IN ENGLISH AND SPANISH MUST BE:

(1) Prominently displayed in the employer's personnel office, if any;

(2) Located about the workplace in such a way that each employee is likely to see the notice on a regular basis;

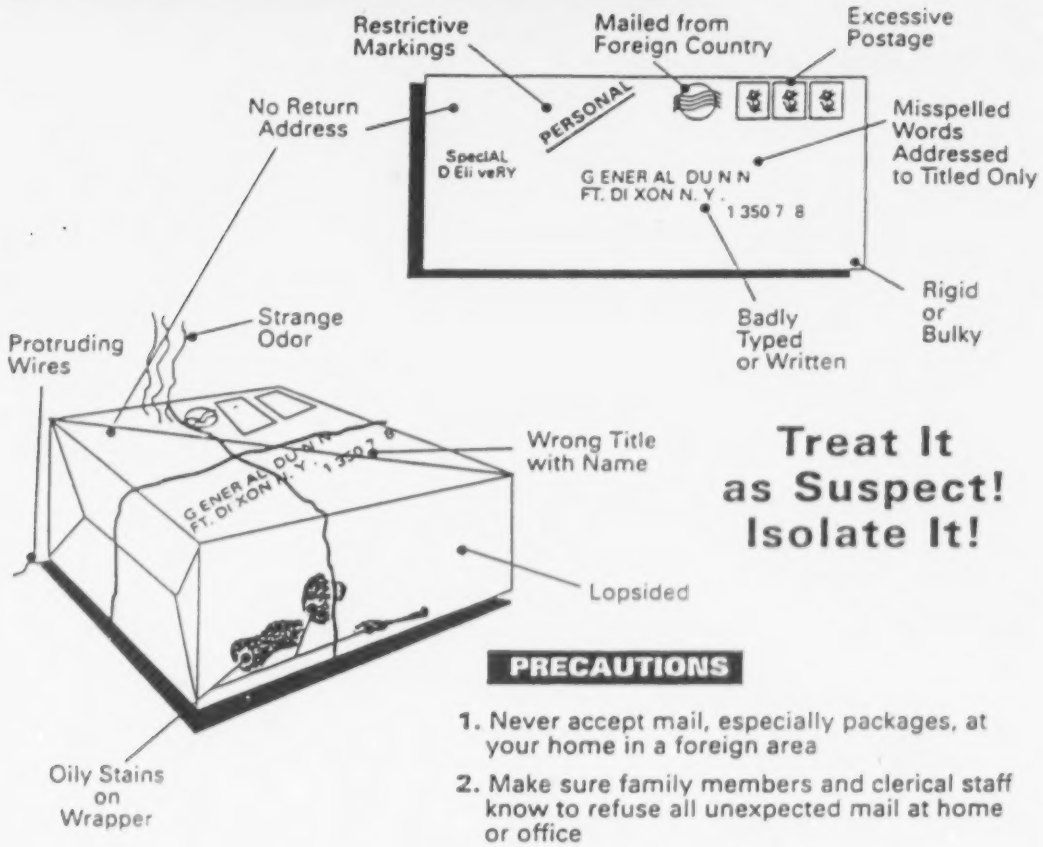
(3) Printed in at least 24 point bold type; and

(4) Limited to the language prescribed in Rule 160.1 (a).

NOTICE: An employer who does not meet the above requirements may be assessed an administrative penalty, not to exceed $500, under Article 8308-3.24 (f), of the Texas Workers' Compensation Act.

WARNING!

Letter and Package Bomb Indicators



Treat It as Suspect! Isolate It!

PRECAUTIONS

1. Never accept mail, especially packages, at your home in a foreign area
2. Make sure family members and clerical staff know to refuse all unexpected mail at home or office
3. Remember - **It May Be A Bomb** - Treat It as Suspect

LETTER AND PARCEL BOMB RECOGNITION POINTS

- ❑ Excessive Postage
- ❑ Incorrect Titles
- ❑ Titles but No Names
- ❑ Misspellings of Common Words
- ❑ Oily Stains or Discolorations
- ❑ No Return Address
- ❑ Excessive Weight
- ❑ Rigid Envelope
- ❑ Lopsided or Uneven Envelope
- ❑ Protruding Wires or Tinfoil
- ❑ Visual Distractions
- ❑ Foreign Mail, Air Mail and Special Delivery
- ❑ Restrictive Markings such as Confidential, Personal, etc.
- ❑ Hand Written or Poorly Typed Addresses
- ❑ Excessive Securing Material such as Masking Tape, String, etc.

80

FBI EXPLOSIVES UNIT–BOMB DATA CENTER
(202) 324-2696

BOMB THREAT CARD Also available in Spanish. Available from the BDC upon request.

FD-730 (5-6-87)

FBI BOMB DATA CENTER

PLACE THIS CARD UNDER YOUR TELEPHONE

QUESTIONS TO ASK:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

Sex of caller _____ Race _____
Age _____ Length of call _____
Number at which call is received

Time _____ Date / /

BOMB THREAT

FBI/BDC

CALLER'S VOICE:

___ Calm	___ Nasal
___ Angry	___ Stutter
___ Excited	___ Lisp
___ Slow	___ Raspy
___ Rapid	___ Deep
___ Soft	___ Ragged
___ Loud	___ Clearing throat
___ Laughter	___ Deep breathing
___ Crying	___ Cracking voice
___ Normal	___ Disguised
___ Distinct	___ Accent
___ Slurred	___ Familiar
	___ Whispered

If voice is familiar, who did it sound like?

_____

_____

BACKGROUND SOUNDS:

___ Street noises	___ Factory machinery
___ Crockery	___ Animal noises
___ Voices	___ Clear
___ PA System	___ Static
___ Music	___ Local
___ House noises	___ Long distance
___ Motor	___ Booth
___ Office machinery	Other _____

THREAT LANGUAGE:

___ Well spoken (educated)	___ Incoherent
___ Foul	___ Taped
___ Irrational	___ Message read by threat maker

REMARKS: _____

Report call immediately to:

_____

Phone number _____

Date / /

Name _____

Position _____

Phone number _____

BEST COPY AVAILABLE

UNIVERSITY OF TEXAS

THE GENERAL LIBRARIES

THE UNIVERSITY OF TEXAS AT AUSTIN

P. O. Box P · Austin, Texas 78713-7330

MEMORANDUM

February 9, 1993

To: Department Heads, Branch Librarians, Unit Supervisors

From: Carol Sisson, Assistant for Library Personnel Services

Subject: Procedures for Handling Injuries of Non-Staff

Whenever a non-staff member becomes injured while on University property:

UT police should be contacted and a police report should be filled out.

Then, the injured, if a student needs to be taken to the Student Health Center or, if they wish, to Minor Emergency. If the injured is not a student, then they will need to be taken to either Minor Emergency or to the hospital of their choice. (UT Police can help with the transport the individual).

Then, a "Preliminary Summary Report Possible Claim Under Texas Tort Claims Act" form ("Tort" for short), must be filled out. A copy of this form is attached. This form must be filled out within two days of the reported incident and then forwarded to the Library Office:

Carol Sisson
PCL 3.200
55400

I will then make a copy for the General Library's files, before I send it on to the Assistant Vice President for Business Affairs.

Thank-you.

PRELIMINARY SUMMARY REPORT
POSSIBLE CLAIM UNDER TEXAS TORT CLAIMS ACT
(Chapter 292, Acts of the 61st Legislature, Regular Session, 1969
Article 6252-19, Vernon's Texas Civil Statutes)

1. U. T. Institution_____ Report No._____

2. Date of incident causing possible claim_____ Time_____

3. Name and Address of possible claimants:

_____

_____

_____

4. Names and addresses of all known witnesses:

_____

_____

5. If University motor vehicle involved, list:

   a. Make and number of vehicle_____

   b. Name of driver_____

   c. Location of incident_____

   d. Extent of personal injuries to driver and passengers_____

   _____

   e. Extent of property damage_____

   f. Was traffic citation issued?_____yes_____no If yes, to whom and for what violation?

   _____

UNIVERSITY OF TEXAS

THE GENERAL LIBRARIES

THE UNIVERSITY OF TEXAS AT AUSTIN

P. O. Box P · Austin, Texas 78713-7330

January 30, 1996

To: Department Heads, Branch Librarians, Supervisors

From: Jo Anne Hawkins

Subject: Emergency Blackout/Brownout

Several questions were raised at the Public Services Council meeting on August 25, 1995, regarding procedures about closing library units during a campus-wide blackout/brownout. Questions related to the need for emergency lighting and flashlights as well as for guidelines for staff to follow in closing units during emergency situations.

Reports regarding the need for emergency lights in library units should be directed to Kay Sewell, Deputy Assistant Director for Facilities and Support Services. Orders for flashlights and batteries should also be placed with Facilities and Support Services.

During regular working hours, Monday - Friday 8 am - 5 pm, the Library Office staff will call library units as soon as possible with information regarding closing. Such a closing will follow information or instructions from the University Administration. It may take as long as an hour to receive confirming information.

Each year our office produces two memos, "Emergency Closing/Reopening Checklist of Public Services Staff to be Called" and "General Libraries Emergency Closing Procedures," the latest dated January 29, 1996, which outline steps for Library Office staff to follow in emergency situations. The memo "General Libraries Emergency Closing Procedures" lists a primary contact to notify in library units in PCL. "Emergency Closing/Reopening Checklist of Public Services Staff to be Called" lists staff to be called in public service units. Each supervisor and person contacted will then notify units and staff under their purview.

Regular closing procedures, or abbreviated procedures as necessary, are to be followed insofar as possible in the case of a brownout or blackout. The minimum response is to lock the doors to the library.

Call 911 for assistance in removing people with disabilities from the facility. A library staff member must remain with the person until emergency personnel arrive. Emergency personnel will remove them immediately upon arrival. There should be no delay pending later word that the brownout/blackout may be of limited duration.

If a brownout/blackout occurs at night or on weekends, the PCL Circulation Desk supervisor will contact the UT Police Department (UTPD) at 471-4441 or 911 for information. The Circulation Desk supervisor will then make a decision regarding closing the libraries and will notify units outside PCL. If telephones are in operation, he/she should inform the Head Librarian, Circulation Services Department; the Head, Main Library Services Division; or the Associate Director for Public Services.

Occasionally partial campus brownouts or blackouts occur. If one occurs in a building housing library units, library staff should follow directions from the office of the chairman of the department or dean of the college or school or UTPD officer if one is on the scene. The Library Office and the immediate supervisor should be informed as soon as possible if this occurs during regular work hours. The supervisor in charge of the library should be notified if a blackout occurs during evening or weekend hours. The unit supervisor will inform the Library Office and immediate supervisor the next working day.

The University generates its own electricity and is also linked to the city's system. The campuswide brownout which occurred during daylight hours on August 21, 1995, was highly unusual, and it is unlikely that a similar brownout will occur again.

xc: George Cogswell

The Ohio State University Libraries
Incident and Emergency Report

Instructions: Complete this form following any "incident" or "emergency" that has been reported to police, medical, or fire forces on campus. It should also be used to report unusual problems with any person(s) in and around the libraries, but whose actions may not warrant summoning emergency help.

Copies of this form must be delivered/faxed to:
Tony Maniaci, Head, Main Library Circulation (fax 292-7859),
Wes Boomgaarden, Chair, Emer. Disaster Control Committee/Security Officer (fax 292-7859),
Supervisor of the area involved. If the incident occurs after 5 p.m., or on a weekend, also please notify the Circulation Dept, Main Library (292-6154).

Location of incident_____ **Date**_____ **Time**_____
Description of the incident (including names, addresses, & phone numbers of any staff member affected (voluntary). Items stolen, property damaged, etc.

Description of suspect(s) (if more than one, supply detail on back of this form)

Height_____ **Race**_____

Weight_____ **Age**_____

Hair color_____ **Sex**_____

Eyes (color)_____ **Clothing**_____

Distinguishing Characteristic(s): (Eyeglasses? Scars?, Etc.)_____
_____

Witness(es)? Name(s)_____ Address_____ Phone_____
(Voluntary)

Emergency 911 (police, medical, fire) called _____yes _____no
Police notified (non-emergency) (2-2121) _____yes _____no

Name_____ **Department** _____ and

Telephone Number _____ of person submitting report.

_____ **See over for more detail.**

INCIDENT REPORT FORM

RIVER CAMPUS LIBRARIES

Date of Incident:_____ Time of Incident:_____ Location of Incident:_____

Nature of Incident:

- ☐ Building Maintenance
  - a. ☐ heating/cooling
  - b. ☐ electrical
  - c. ☐ other
- ☐ Flood/Water leak
- ☐ Environmental Health and Safety (EHS)
  - a. ☐ suspicious odor
  - b. ☐ pest control
  - c. ☐ other
- ☐ Fire/Fire Alarm
- ☐ Vandalism/Damage*
- ☐ Theft*
- ☐ Problem Patron*
- ☐ Harrassment*
- ☐ Accident/Illness
- ☐ Patron Complaint
- ☐ Other

*Please fill in suspect description (if available) on back of this form.

Incident Description:

_____

_____

_____

_____

_____

_____

_____

Patron Reporting (optional):

Name: _____ Status: ☐ Faculty/Staff ☐ Student ☐ Non-UR

Local Address _____ Phone _____

Action Taken:

☐ Security notified (x13 or x5-3333) (please include case # _____)

☐ Facilities notified (x3-4567) ☐ Building Supervisor notified (x5-4480) ☐ EHS notified (x5-3241)

☐ Copies of this report routed to _____

Other:

_____

_____

_____

_____

Staff Person Reporting:

Name: _____ Department: _____

send completed form to Stack Supervisor, Rush Rhees Library

SUSPECT DESCRIPTION INFORMATION

NAME	SEX	RACE	AGE
HEIGHT	WEIGHT	HAIR	EYES
GLASSES	TATTOOS	SCARS/MARKS	COMPLEXION
HAT	COAT	SHIRT	PANTS
SHOES	WHAT WAS SAID		BAG

UNIVERSITY OF ROCHESTER

UNIVERSITY OF ROCHESTER

UNIVERSITY SECURITY SERVICES

SERVICE REPORT

Date

Time

Person requesting / reporting

Dept. of requesting person

Phone

☐ Resolved

S.C.

Nature of service

☐ Door Opening ID Checked ☐ Yes ☐ No

☐ Unsecure Area ☐ Unlocked ☐ Open ☐ Checked & Resecured

☐ Area Check

☐ Intrusion Alarm / Local Fire Alarm

☐ Staff Assist

☐ Patient Escort

☐ Police Assist

☐ Police Escort

☐ Other

Location of service

Dept. controlling location

For Intrusion / Local Fire Alarms check all that apply

☐ Avoidable ☐ Accidental ☐ No Cause Found ☐ Reset Time

Recording Officer / Shield No.

O.I.C. review

Distribution

FEB 09 1999

BEST COPY AVAILABLE

UNIVERSITY OF TEXAS

GENERAL LIBRARIES INCIDENT REPORT

(Use this form to report any incident in which University Police are involved. Send to George Cogswell, Facilities and Support Services, PCL 1.102.)

From:_____ Library/Collection:_____

Date:_____

Nature of the problem:

Date/time of incident:

Action taken:

Action needed:

INCIDENT REPORT FORM
University Libraries

DISTRIBUTION:
White: Library Administration
Canary: Head of Circulation Services
Pink: Facilities Coordinator

Date: _____ Time: _____

Employee: _____

Reported Incident

- ☐ Theft (Campus Police 5-5555)
- ☐ Assault (Campus Police 5-5555)
- ☐ Vandalism (Campus Police 5-5555)
- ☐ Maintenance (5-5544)
- ☐ Fire Alarm (Automatic Response)
- ☐ Fire Door Opened (Campus Police 5-5555)
- ☐ Injury (Student Health 5-6666)
  (Complete WU Report of Injury/Illness)
- ☐ Other _____

Person Reporting Incident:

Name: _____

Phone: _____

Responding Officer/Party:

Name: _____

Title: _____

Phone: _____

Time Arrived: _____

Brief Description of Incident:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Follow-up Actions:

_____

_____

_____

_____

_____

_____

_____

_____

University Libraries
University of Nebraska-Lincoln

Accident / Medical
Emergency Report

THIS FORM DOES NOT SUBSTITUTE FOR THE WORKMANS' COMPENSATION FORM. THE DEAN'S OFFICE SUPPLIES THAT FORM. THIS FORM IS FOR INTERNAL USE ONLY.

Please complete and forward to the Circulation Librarian when an accident, medical emergency or building alarm occurs.

Your name: _____ Today's date: _____

Victim's name (if different from above): _____

Was victim: staff ____
patron ___
library student assistant ___
other ____ (please explain _____)

Date accident occurred: _____ Approximate time: _____

Were fire / emergency medical personnel called? _____

Description of accident / medical / building alarm emergency:

Was accident caused by a building problem (wet / slick floor, loose tile, etc)? If so, please explain:

Office use only:
Date problem reported for repair / resolution: _____
Date problem repaired / resolved: _____

UNIVERSITY OF NEBRASKA–LINCOLN

PROBLEM INCIDENT REPORT

Please complete and forward promptly to the Administration when a problem occurs – when the police are called by staff or public, when a serious disturbance occurs, or when a library user makes a serious complaint. Each staff member involved in the incident should complete a separate report.

Your name _____ Today's date _____

Other staff involved _____

Date of incident _____ Approximate time of incident _____

Location of incident _____

Were the Police called? ☐ Yes ☐ No

Name of responding officer(s) _____

Case number assigned by officer _____

Description of Incident: Please give a clear and complete description of what occurred, including names, addresses, phone numbers. notes of previous incidents involving the same patron, action you have taken and any further action you recommend. Use additional paper if needed.

_____

(Name of person(s) involved – if known)

Problem Incident Description

— This form is a supplement to the Problem Incident Report —

Sex	Race	Age	Height	Weight	Weapon type

Hair		Accessories
Glasses type		Shirt / Blouse
Complexion		Coat
Scars/marks		Skirt / Dress / Slacks / Jeans
Tattoos		Shoes
Jewelry		Purse
Alone or Accompanied		Bookbag / briefcase

Auto license, make, color	Direction of escape

Your name _____

Date of incident _____

Type of incident _____

Please describe as accurately as possible, including colors, sizes, etc.

Use the space below to provide additional details.

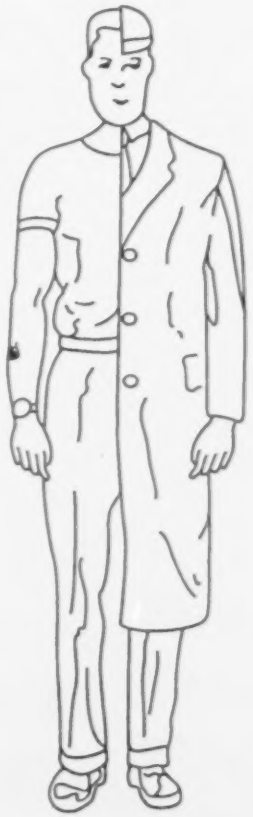
UNIVERSITY OF NEBRASKA–LINCOLN

Problem Incident Description

— This form is a supplement to the Problem Incident Report —

20598 of 10/93

Sex	Race	Age	Height	Weight	Weapon type

Hair		Hat (color, type)
Glasses type		Tie
Complexion		Shirt
Scars/marks		Coat
Tattoos		Trousers / Jeans
Jewelry		Shoes
Alone or Accompanied		Bookbag / briefcase

Auto license, make, color	Direction of escape

Your name _____

Date of incident _____

Type of incident _____

Please describe as accurately as possible, including colors, sizes, etc.

Use the space below to provide additional details.

UNIVERSITY OF NEBRASKA–LINCOLN

YORK UNIVERSITY LIBRARIES

EXIT DETECTION REPORT

PRINT ALL INFORMATION

DATE: TIME: a.m. p.m. BRANCH:

NAME: _____

YORK ID NUMBER: _____ ☐ STUDENT ☐ FACULTY ☐ STAFF ☐ OTHER

TYPE OF MATERIAL: ☐ BOOK ☐ PERIODICAL ☐ OTHER (Specify)

CALL NO.:

MATERIAL WAS REVEALED ☐ IMMEDIATELY ☐ WHEN QUESTIONED

WHERE WAS MATERIAL FOUND? ☐ IN HAND ☐ BRIEFCASE OR PARCEL ☐ ELSEWHERE:

COMMENTS: (Print clearly, use reverse if needed)

REPORTED BY: _____ PRINT _____ SIGNATURE

****

SUPERVISOR INTERVIEW REPORT **DATE OF INTERVIEW:**

OBSERVATIONS:

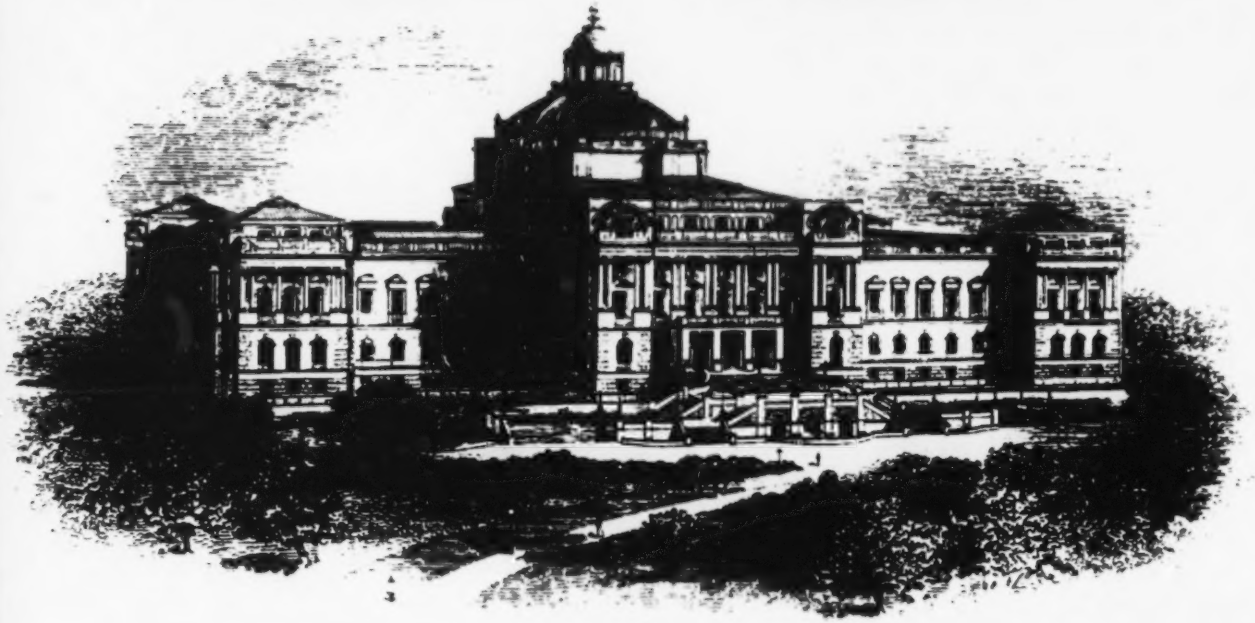
99

DISPOSITION:

Forward copy to Manager, Library Facilities, Scott Library

LIBRARY OF CONGRESS
NEW EMPLOYEE ORIENTATION

WELCOME!



HANDBOOK

89 100

OFFICE OF THE LIBRARIAN
SPECIAL ANNOUNCEMENT

No. 95-6 April 21, 1995

Subject: Security

As a result of the explosion of the Federal office building in Oklahoma City, there is increased general concern about our security. Although there is no specific information relating to possible incidents on Capitol Hill, as a matter of prudence we are instituting enhanced security measures at the Library. Following a meeting conducted by the Federal Bureau of Investigation (FBI) which was attended by a Library Police representative, Library police staffing temporarily has been augmented and redirected to provide a security presence in selected areas; to initiate police patrols outside Library buildings; and intensify entrance inspections. The cooperation and patience of Library staff in this matter are appreciated. Threat assessment continues, and Library staff will be advised of any change in the present situation.

In instituting these heightened security measures, the Library will meet any obligation it may have under its labor relations program.

OFFICE OF THE LIBRARIAN
SPECIAL ANNOUNCEMENT

No. 96-10 June 14, 1996

Subject: Security of the Collections

As part of the Library's continuing drive since 1992 to improve the security of the collections, Dr. Billington has announced that he intends to take the following steps:

1. The Library will re-emphasize and enforce the requirement that two responsible staffers certify the contents and destination of outgoing mail packages and freight;

2. The Library police will randomly conduct special intensive searches at LC exits after appropriate training is conducted and procedures developed;

3. The Library will update instructions and procedures for the administration of stack passes and key cards; and

4. The Library's mail room will enforce Library policy not to accept and forward outgoing personal mail.

These steps are being taken as a necessary first response to specific detailed recommendations made this week by Computer Sciences Corporation (CSC) in a 956-page report that was delivered to the Library's Executive Committee on Monday. Dr. Billington ordered the study last fall; and CSC began its survey covering local LC facilities, including Landover Center Annex, on Oct. 1, 1995.

CSC said that during its eight-month survey, "noticeable [improvements] were discerned in security consciousness and security practices between survey start and survey finish" under existing LC security plans. The report's recommendations, said CSC, reflected the survey team's views of "the next significant steps to be made."

Said Dr. Billington: "CSC did a thorough, professional job. Ever since the Library closed the stacks in 1992, we have been working on this complicated, expensive security problem. The next phase will make demands on all of us at the Library, and all of us have to do our parts."

Among other steps, the CSC analysts proposed that the Library:

1. Appoint a security director, with primary "staff responsibility" for the development and execution of security-related policies and planning. (This is part of the Library's 1996 Management Improvement Plan.);

2. Create a long-term security plan and categorize the specific threats to various LC collections, assess the risk to each, and devise appropriate safeguards to reduce risk;

3. Ensure that Library efforts to promote security and punish violators are consistently applied to all staff and visitors;

4. Compartmentalize the stacks in the Adams and Jefferson Buildings as a "prudent step." In the Madison Building, such compartmentalizing can be achieved by a combination of a locked door policy, electronic access control, and, as necessary, the use of magnetic door locks connected to the fire alarm system;

5. Improve and modernize cages and vaults holding high value collections;

6. Increase both uniformed and plainclothes police presence in Library reading rooms; and

7. Define institutional authority over security for the collections, notably in intrusion detection and access control systems "where both the Library and the Architect of the Capitol have responsibilities . . ."

The CSC report cited varying security needs in many parts of the Library, and recommended improvements in electronic equipment, control procedures for in-transit items, and other areas. The CSC recommendations are now under study by Library managers and staff involved in collections security.

THE GENERAL LIBRARIES
THE UNIVERSITY OF TEXAS AT AUSTIN

P. O. Box P · Austin, Texas 78713-7330

October 16, 1995

To: Public Services Librarians

From: Jo Anne Hawkins

Subject: Security and the University of Texas Police Department (Revised)

Library security policies and procedures have been under review since December 1994 when an incident involving a patron and a staff member in a branch library resulted in a legal action against the library employee.

Security in the workplace is of increasing importance. Staff must know and follow established procedures to make our work environment as safe as possible.

Routines, policies, and guidelines relating to library closing, building use, found property, and when to call University Police have been reviewed. Members of the University of Texas Police Department (UTPD) advised us to follow the same procedures in all library units. **The police also noted that staff must never touch a patron in any situation.**

Training sessions for library staff done by UTPD personnel have also been reviewed. Other training sessions which will include role playing are being planned.

Larayne Dallas (chair), Kay Sewell, and John Tongate were asked to recommend a "Library Use Policy" and a list of responses to questions regarding the policy. The group's recommendations are being developed and will come later.

Funding for public address systems for the Engineering, Fine Arts, Life Science, and Physics-Mathematics-Astronomy libraries has been requested. Public address systems are currently in use in the Benson Latin American Collection and the Perry-Castañeda Library.

Library staff must complete an incident report any time police are called. This report can be sent by e-mail to George Cogswell at *llgrc*, or he can be called at 495-4108 if immediate action is required.

Let me know if you have questions and particularly if there are other items that should be addressed. Thank you for your help in improving security in our libraries.

UTPD has provided the following information about calling the police, reporting information to them, their response to calls, incident reports, training sessions, and found property.

<u>CALL THE POLICE at 911</u>

1. To report a person who does not want to leave or who refuses to comply with regulations or who is physically assaulting a patron or staff member.

2. To report a person who has been found in a work area after passing beyond a sign stating "library staff only."

3. To report a person using a restroom as a bathing facility.

4. To report suspicious activity or objects:
   A. A person who is observed wandering with no clear purpose and who appears to be looking for an opportunity to commit a theft.
   B. A person who appears to be involved in possible criminal activity.
   C. A suspicious object.

5. To report a medical or fire emergency.

6. To report a person using threatening, abusive, or profane language in a manner that would alarm the public.

7. To report a physical assault.

8. To report a bomb threat.

9. To report a suspicious package.

10. To report demonstrations, sit-ins, panhandlers, etc.

CALL THE POLICE AT 471-4441

1. To report stolen or missing property.

2. To report criminal mischief.

HOW TO REPORT INFORMATION TO POLICE

1. Identify yourself by name and phone number.

2. Identify library location by building and room number and identify exactly where you will meet the responding officer, for example, the circulation desk.

3. State the nature of the call. Be specific. State: Person appears to be drunk; person is screaming, volatile, physically threatening, or verbally abusive. Do not use generalizations, such as person is displaying suspicious, erratic, or unusual behavior.

4. Give a complete description of suspect(s):
   A. Race, sex, age, height, weight, hair color/style.

   B. Glass rame, color/shape), watches, rings.

   C. Clothing - Describe patterns/colors (not just white shirt), logos, shoes.

   D. Backpacks - Describe color, brand name or logo.

Note: Police ordinarily arrive within five minutes.

WHAT RESPONDING OFFICERS WILL DO

1. Suspect is identified and released, or

2. Suspect is given a criminal trespass warning and escorted from area, or

3. Suspect is arrested if:
   A. Identified as violating an existing criminal trespass warning.

   B. Identified as being publicly intoxicated.

   C. Identified as violating a breach of the public peace, for example, using abusive language to incite an incident.

   D. Identified in the act of committing theft. Suspect will be identified and released pending charges being filed based on recommendations from the Director of General Libraries.

DO YOU WANT TO FILE CHARGES?

When police respond to a call, they may ask a library staff person the question "Do you want to file charges?"

Where "personal" property, such as an individual's pocketbook or wallet, is in question, the staff person is the one who would file charges against the suspect.

Where "library" property, such as pages torn out of a book or a magazine or damage to equipment is in question, the Director of General Libraries or his designate would file charges against the suspect.

PANIC BUTTONS

Panic buttons or panic alarms have been installed in seven branch libraries (Architecture and Planning, Chemistry, Engineering, Fine Arts, Geology, Life Science, and Physics-Mathematics-Astronomy) and two special collections (Benson Latin American Collection and Public Affairs Library).

Panic buttons are a direct line to UTPD and are to be used when it is not possible for employees to use the telephone to contact the police.

If an employee accidentally activates the panic button, he/she must call the police immediately and advise that it is a false alarm. Officers will still respond, but it will not be a high risk response.

Library staff will be able to reset the panic button with a key which will be available in each unit.

UT POLICE DEPARTMENT REPORTS

A police report is written regarding any criminal or non-criminal activity to which officers are dispatched.

A narrative of that report will be forwarded to the appropriate agent designated by the Director of General Libraries.

UTPD automatically sends narratives of incidents involving students for information purposes to the office of the Dean of Students. Reports of incidents involving faculty and staff are sent to the Office of Human Resources.

(**NOTE**: Library staff are to file an incident report with George Cogswell whenever police are called.)

TRAINING SESSIONS BY UT POLICE DEPARTMENT

Attendance at the training sessions on library and personal security is required for all library staff including clerical assistants in public service units. These sessions, which are presented at the beginning of each semester by UTPD, provide new and veteran staff members with pertinent information and time for questions.

FOUND PROPERTY

Call UTPD at 471-4441 immediately when a **wallet or purse, cash, credit card, checkbook, or any item valued over $100** is found. A UTPD officer or guard will pick up the item The police officer will check and record any money with the library staff member. (Circulation Services staff will continue to record these items in a logbook, lock them in a secure locker, and turn them over to UTPD once a week.)

All other found property, such as umbrellas, eyeglasses, notebooks, jewelry, watches, backpacks, briefcases, etc., should be turned over to UTPD once a week. Leave a message at 471-4441 and a UTPD officer or guard will pick up the property.

Return all University ID cards to the ID Center, Office of Accounting, MAI 132, K5301. The ID Center will release the card to the owner with no fee.

Police often find information related to an investigation in a purse or wallet. There are many fraudulent University ID cards in existence. They can be removed from circulation only by their return to the ID Center for verification.

DEFINITIONS

Assault: A person commits an assault on another person if

1. He/she intentionally, knowingly, or recklessly cause bodily injury to another person;
2. He/she put his/her hands on the person without his/her permission and the person finds touching offensive or provocative;
3. He/she threatens you with bodily harm and you believe that he/she has the means to do so.

Criminal mischief: A person commits an offense if, without the effective consent of the owner:

1. He/she intentionally or knowingly damages or destroys the tangible property of the owner;
2. He/she intentionally or knowingly tampers with the tangible property of the owner and causes pecuniary loss of substantial inconvenience to the owner or a third person;
3. He/she intentionally or knowingly makes markings, including inscriptions, slogans, drawings, or paintings on the tangible property of the owner.

xc: Administrative Group
George Cogswell
Kay Sewell, Deputy Assistant Director for Facilities and Support Services
Sgt. W. H. Van Horn III
Officer Mike Weathersbee

The General Libraries
The University of Texas at Austin

Guidelines for Talking with Violators of the Building Use Policy

The guidelines are intended to help library staff deal with library users who are in violation of the General Libraries Building Use Policy. Staff do not look forward to such interactions, but -- it is hoped -- this information will help by providing advice on what kind of action should be taken and in what manner the action should be taken.

A guiding principle to remember: A staff member is not a security guard and is not expected to perform police duties. You are not expected to put yourself at risk AND you are advised not to put yourself at risk. Representatives of the University of Texas Police Department (UTPD) remind us not to think of ourselves as defenders of the University of Texas. Additionally, remember that cooperation among all staff members is necessary to provide an environment which makes it clear to visitors that behavior in the library must fall within certain limits and that violations are reported to UTPD.

1. When a library user is in non-criminal violation of the building use policy, approach with the attitude that the person is not familiar with the policy and needs to be informed about it. If the behavior is criminal, call the police.

2. If possible, two staff members, rather than one, should approach the violator. **A reminder to supervisors that some staff members may be less suitable than others for this task.** If you must approach alone, leave yourself a path of escape.

3. Identify yourself to the library user by stating that you are a member of the library staff. The second person should also be identified. It is not necessary to identify yourself by name, though you may choose to do so.

4. Explain the policy violation and tell the person what he/she needs to do to cease the violation. For example, a person with a drink could be given the chance to surrender the drink ("Would you like me to take that for you?") or to step outside to finish it.

5. Focus on the specific policy violation. Vague language -- such as, "your behavior is inappropriate" -- may lead to unnecessary confusion. A better approach is to name the prohibited activity -- "General Libraries policy prohibits eating in the library."

6. Tell the person that the building use policy is posted and where -- we expect that the building use policy will be at each library's entrance.

7. Remain calm. Avoid provocative behavior and confrontational language.

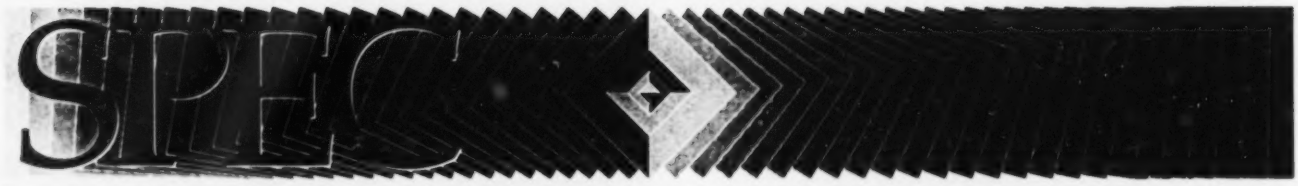
8. Never touch a library user when in a confrontational situation.

9. Call the police when:
   a. The library user continues to violate policy after he/she has been asked to stop the offending behavior.
   b. The behavior is criminal activity -- for example, theft or disorderly conduct. In such cases staff members should not attempt to explain policies or intervene in any way.
   c. An emergency exit alarm sounds -- even when you do not have information about a suspect. In the event someone is spotted going through the door, do not try to catch the person.

   Note: Never just threaten to call the police; CALL THEM. Always, in these situations, try to remember enough about the person's physical description to be able to identify her/him.

10. Try to remember enough about the physical description of a suspected criminal violator to be able to identify her/him.

11. Report all incidents of illegal activities such as mutilation of library materials, graffiti on walls, disappearance of personal items, or suspected illegal activities to your supervisor. It is the supervisor's responsibility to report such incidents to George Cogswell, General Libraries liaison with UTPD. The police use this information to note patterns of problems and repeat offenses.



SYSTEMS AND PROCEDURES EXCHANGE CENTER

SELECTED RESOURCES

Books and Journal Articles

Clark, J.H. "Making Our Buildings Safer: Security Management and Equipment Issues." *Library Administration & Management* 11 (Summer 1997): 157–61. Revision of presentation at the 1994 Preconference Institute on Violence in the Library.

Lavagnino, Merri Beth. "System Security in the Networked Library." *Library HI TECH* 15, no. 1/2 (1997): 7–102. Special issue.

Library and Archival Security. Quarterly journal which began with vol. 2, no. 3/4 (1979). See all issues.

O'Neill, Robert Keating, ed. *Management of Library and Archival Security: From the Outside Looking In*. Binghamton, NY: Haworth Press, 1998. Also published in *Journal of Library Administration* 25, no. 1 (1998).

Shuman, Bruce A. *Library Security and Safety Handbook: Prevention, Policies, and Procedures*. Chicago: American Library Association, 1999.

Thornton, Glenda Ann. "Security in Libraries: A Concern for Everyone." *Colorado Libraries* 23 (Spring 1997): 5–31. Special issue.

Trinkaus-Randall, Gregor. "Library and Archival Security: Policies and Procedures to Protect Holdings from Theft and Damage." *Journal of Library Administration* 25, no. 1 (1998): 91–112.

Van Nort, Sydney C. "Archival and Library Theft: The Problem That Will Not Go Away." *Library and Archival Security* 12, no. 2 (1994): 25–49.

Websites

University of Maryland. *Summary of the University of Maryland Libraries Security Study*. 6 April 1999. <http://www.lib.umd.edu/UMCP/PUB/sum_umlib_security_stdy.html>. Contains the assessment and recommendations George P. Morse & Associates made for an organizational security study of the University of Maryland library system during the first half of 1998.

Stanford University. *Stanford University Libraries/Disaster Plan/1992*. 18 January 1994. <http://155.187.10.12/disaster/stanford-plan.html>. This online manual provides instructions, suggestions, and contacts for responding to an emergency involving the libraries' collections.

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Send orders to:
ARL Distribution Center
P.O. Box 531
Annapolis Junction, MD 20701-0531

ORDER FORM

For more information contact:
phone (301) 362-8196
fax (301) 206-9789
<pubs@arl.org>

QTY	TITLE		QTY	TITLE		QTY	TITLE	
				SP201	E-journals/Pol & Proced		SP151	Qualitative Collect Analysis
				SP200	2001: A Space Reality		SP150	Bldg Security & Personal Safety
				SP199	Video Collect & Multimedia		SP149	Electronic Mail
				SP198	Automating Preserv Mgt		SP148	User Surveys
	SP247	Management of Lib Security		SP197	Benefits/Professional Staff		SP147	Serials Control/Deselection
	SP246	Web Page Devel & Managmnt		SP196	Quality Improve Programs		SP146	Lib Dev Fund Raising Capabilit
	SP245	Electronic Reserves Operations		SP195	Co-op Strategies in Foreign Acqs		SP145	Lib Publications Programs
	SP244	TL 9: Renovatn & Reconfigurtn		SP194	Librarian Job Descriptions		SP144	Building Use Policies
	SP243	TL 8: Users with Disabilities		SP193	Lib Develop & Fundraising		SP143	Search Proced Sr LibAdmin
	SP242	Library Storage Facilities		SP192	Unpub Matls/Libs, Fair Use		SP142	Remote Access Online Cats
	SP241	Gifts and Exchange Function		SP191	Prov Pub Svcs Remote User		SP141	Approval Plans
	SP240	Marketing and PR Activities		SP190	Chang Role of Book Repair		SP140	Performance Appraisal
	SP239	Mentoring Programs in ARL		SP189	Liaison Svcs in ARL Libs		SP139	Performance Eval: Ref Svcs
	SP238	ARL GIS Literacy Project		SP188	Intern, Residency & Fellow		SP138	University Copyright
	SP237	Managing Food and Drink		SP187	ILL Trends/Staff & Organ		SP137	Preservation Guidelines
	SP236	TL 7: E Theses/Diss		SP186	Virtual Library		SP136	Managing Copy Cataloging
	SP235	Collaborative Coll Managmnt		SP185	System Migration		SP135	Job Analysis
	SP234	TL 6: Distance Learning		SP184	ILL Trends/Access		SP134	Planning Mgt Statistics
	SP233	ARL in Extension/Outreach		SP183	Provision of Comp Print Cap		SP133	Opt Disks: Storage & Access
	SP232	Use of Teams in ARL		SP182	Academic Status for Libns		SP132	Library-Scholar Communication
	SP231	Cust Service Programs in ARL		SP181	Perf Appr of Collect Dev Libn		SP131	Coll Dev Organization
	SP230	Affirmative Action in ARL		SP180	Flexible Work Arrangemts		SP130	Retrospective Conversion
	SP229	Evaluating Acad Libr Dirs		SP179	Access Services Org & Mgt		SP129	Organization Charts
	SP228	TL 5: Preserving Digital Info		SP178	Insuring Lib Colls & Bldgs		SP128	Systems File Organization
	SP227	Org of Doc Coll & Svcs		SP177	Salary Setting Policies		SP127	Interlibrary Loan
	SP226	TL 4: After the User Survey		SP176	Svcs for Persons w/Disabilities		SP126	Automated Lib Systems
	SP225	Partnerships Program		SP175	Scholarly Info Centrs		SP125	Tech Svcs Cost Studies
	SP224	Staff Training & Development		SP174	Expert Systems		SP124	Barcoding of Collections
	SP223	TL 3: Electronic Scholarly Pubn		SP173	Staff Recognition Awards		SP123	Microcomp Software Policies
	SP222	Electronic Resource Sharing		SP172	Information Desks		SP122	End-User Search Svcs
	SP221	Evol & Status of Approval Plans		SP171	Training of Tech Svc Staff		SP121	Bibliographic Instruction
	SP220	Internet Training		SP170	Organization Charts		SP120	Exhibits
	SP219	TL 2: Geographic Info Systems		SP169	Mgt of CD-ROM		SP119	Catalog Maintenance Online
	SP218	Info Technology Policies		SP168	Student Employment		SP118	Unionization
	SP217	TL 1: Electronic Reserves		SP167	Minority Recruitment		SP117	Gifts & Exchange Function
	SP216	Role of Libs in Distance Ed		SP166	Materials Budgets		SP116	Organizing for Preservation
	SP215	Reorg & Restructuring		SP165	Cultural Diversity		SP115	Photocopy Services
	SP214	Digit Tech for Preservation		SP164	Remote Storage		SP114	Binding Operations
	SP213	Tech Svcs Workstations		SP163	Affirmative Action		SP113	Preservation Education
	SP212	Non-Librarian Professionals		SP162	Audiovisual Policies		SP112	Reorg of Tech and Pub Svcs
	SP211	Library Systems Office Org		SP161	Travel Policies		SP111	Cooperative Collection Dev
	SP210	Strategic Planning		SP160	Preservation Org & Staff		SP110	Local Cataloging Policies
	SP209	Library Photocopy Operations		SP159	Admin of Lib Computer Files		SP109	Staff Training for Automation
	SP208	Effective Library Signage		SP158	Strategic Plans		SP108	Strategic Planning
	SP207	Org of Collection Develop		SP157	Fee-based Services		SP107	University Archives
	SP206	Faculty Organizations		SP156	Automating Authority Control		SP106	Electronic Mail
	SP205	User Surveys in ARL Libs		SP155	Visiting Scholars/Access		SP105	Nonbibliographic Dbases
	SP204	Uses of Doc Delivery Svcs		SP154	Online Biblio Search		SP104	Microcomputers
	SP203	Reference Svc Policies		SP153	Use of Mgt Statistics		SP103	Asst/Assoc Dir Position
	SP202	E-journals/Issues & Trends		SP152	Brittle Books Program		SP102	Copyright Policies

QTY	TITLE		QTY	TITLE		QTY	TITLE	
____	SP101	User Studies	____	SP067	Affirm Action Programs	____	SP033	Intergrat Nonprint Media
____	SP100	Collection Security	____	SP066	Planning Preserv of Lib Materials	____	SP032	Prep, Present Lib Budget
____	SP099	Branch Libraries	____	SP065	Retrospective Conversion	____	SP031	Allocation of Resources
____	SP098	Telecommunications	____	SP064	Indirect Cost Rates	____	SP030	Support Staff, Student Assts
____	SP097	Building Renovation	____	SP063	Collective Bargaining	____	SP029	Systems Function
____	SP096	Online Catalogs	____	SP062	Online Biblio Search Svcs	____	SP028	Gifts & Exchange Function
____	SP095	Lib Materials Cost Studies	____	SP061	Status of Librarians	____	SP027	Physical Access
____	SP094	Fund Raising	____	SP060	Lib Materials Cost Studies	____	SP026	Bibliographic Access
____	SP093	User Instructions for Online Cats	____	SP059	Microform Collections	____	SP025	User Statistics and Studies
____	SP092	Interlibrary Loan	____	SP058	Goals & Objectives	____	SP024	User Surveys
____	SP091	Student Assistants	____	SP057	Special Collections	____	SP023	Grievance Policies
____	SP090	Integrated Lib Info Systems	____	SP056	External Communication	____	SP022	Private Foundations
____	SP089	Tech Svcs Cost Studies	____	SP055	Interml Com/Staff & Superv Role	____	SP021	Paraprofessionals
____	SP088	Corporate Use of Research Libs	____	SP054	Internal Com/Policies & Proced	____	SP020	Managerial Technical Specialists
____	SP087	Collect Descript/Assessment	____	SP053	Performance Appraisal	____	SP019	Staff Allocations
____	SP086	Professional Development	____	SP052	Cost Studies & Fiscal Plan	____	SP018	Staff Development
____	SP085	Personnel Classification Sys	____	SP051	Professional Development	____	SP017	Library Instruction
____	SP084	Public Svcs Goals & Objectvs	____	SP050	Fringe Benefits	____	SP016	Reclassification
____	SP083	Approval Plans	____	SP049	Use of Annual Reports	____	SP015	Goals & Objectives
____	SP082	Document Delivery Systems	____	SP048	External Fund Raising	____	SP014	Performance Review
____	SP081	Services to the Disabled	____	SP047	Automated Cataloging	____	SP013	Planning Systems
____	SP080	Specialty Positions	____	SP046	Plan Future of Card Catalog	____	SP012	Acquisition Policies
____	SP079	Internships/Job Exchanges	____	SP045	Changing Role Personnel Officer	____	SP011	Collection Development
____	SP078	Recruitment-Selection	____	SP044	Automated Acquisitions	____	SP010	Leave Policies
____	SP077	Use of Small Computers	____	SP043	Automated Circulation Sys	____	SP009	Tenure Policies
____	SP076	Online Biblio Search Svcs	____	SP042	Resource Sharing	____	SP008	Collective Bargaining
____	SP075	Staff Development	____	SP041	Collection Assessment	____	SP007	Personnel Class Schemes
____	SP074	Fees for Services	____	SP040	Skills Training	____	SP006	Friends of the Lib Organization
____	SP073	External User Services	____	SP039	Remote Storage	____	SP005	Performance Review
____	SP072	Executive Review	____	SP038	Collection Dev Policies	____	SP004	Affirmative Action
____	SP071	User Surveys: Eval of Lib Svcs	____	SP037	Theft Detection & Prevent	____	SP003	A Personnel Organization
____	SP070	Preservation Procedures	____	SP036	Allocation Materials Funds	____	SP003	Status of Librarians
____	SP069	Prep Emergencies/Disasters	____	SP035	Preservation of Lib Materials	____	SP002	Personnel Survey (flyer only)
____	SP068	AACR2 Implement Studies	____	SP034	Determin Indirect Cost Rate	____	SP001	Organization Charts

PRICE INFORMATION (Kits ISSN 0160 3582; Flyers ISSN 0160 3574; prices good through 12/31/99)

- ❑ SPEC Kits (10 issues; shipping included): $280 U.S. and Canada, $340 International; 25% discount for 2 or more subscriptions.
  - ___Please start my SPEC subscription with next issue.
  - ___Please send me the indicated 10 back issues as my subscription.
- ❑ Individual SPEC Kits are available for $40 ($25 ARL members), plus $6 each for shipping and handling.
- ❑ Individual issues of the Transforming Libraries subseries are available for $28, plus $6 each for shipping and handling.
- ❑ SPEC Flyer Subscription (10 issues/year; shipping included): $50 U.S. and Canada; $65 International.

PAYMENT INFORMATION

Make check or money order payable in U.S. funds to the ASSOCIATION OF RESEARCH LIBRARIES, Federal ID #52-0784198-N.

Purchase Order # .....

Credit Card: ..... MasterCard ..... Visa Exp date .....

Account # .....

Account holder .....

Signature .....

SHIPPING & HANDLING

U.S. and Canada:
Sent via UPS Ground, $6 per publication.

International, Bulk, and Rush Orders:
Call (301) 362-8196 or email <pubs@arl.org> for quote.

TOTAL SHIPPING $ ..... TOTAL PRICE $ .....

SHIP TO

Name .....

Institution .....

Address (UPS will not deliver to P.O. boxes)

.....

.....

Phone .....

Fax .....

Email .....